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**Sure Start Mellow Valley**

**Baseline User Satisfaction Survey**

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**November 2004**



leeds metropolitan university

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Teresa Bull		
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# Sure Start Mellow Valley – Baseline User Satisfaction Survey

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## **Sure Start Mellow Valley – Baseline Satisfaction Survey**

### **Introduction**

#### **About the Mellow Valley area**

Sure Start Mellow Valley comprises two non-adjacent areas: Little London and Woodhouse (an inner city area) and Meanwood, an inner area made up of a number of small council housing estates just to the north of the city centre. Each area is characterised by smaller communities, many of whose members are transient or new to Leeds.

The Little London and Woodhouse area is located in the heart of the city of Leeds. The area has a broad ethnic mix with many overseas students and others who are new to living in the Leeds area. Many families do not have extended family members close by.

Meanwood is situated in the generally more prosperous Chapel Allerton and Weetwood wards which tends to mask the levels of deprivation within Meanwood itself. The Meanwood area has suffered from a chronic lack of services over a number of years and recent years have seen some services being withdrawn.

The Sure Start Mellow Valley catchment area incorporates parents from a range of ethnic backgrounds. Table 1 below shows a summarised breakdown of ethnic groups from the Census 2001<sup>1</sup>.

**Table 1 Census 2001 - Ethnic groups in Sure Start Mellow Valley**

<b>Ethnic group</b>	<b>Little London/Woodhouse Sure Start area</b>	<b>Meanwood Sure Start area</b>
White British	70 %	84%
White Irish/Other White	7 %	4 %
Mixed	4 %	4 %
Asian or Asian British	6 %	3 %
Black or Black British	7%	4 %
Chinese or other ethnic group	6 %	1 %

According to recent figures provided by Leeds Health Informatics (based on postcodes) there were 637 children aged under 4 years living in the Sure Start Mellow Valley area as at January 2004.

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<sup>1</sup> Census 2001 data refers to Little London and Woodhouse Sure Start area and Meanwood Sure Start area.

**Sure Start Mellow Valley**

Sure Start Mellow Valley is a 6<sup>th</sup> wave Sure Start programme, currently in its second year. The Children's Society is the lead partner and accountable body. The programme was approved in April 2003. Since then the team has grown – for a full list of current Sure Start staff, please see Appendix A. Sure Start Mellow Valley has established links with many other local initiatives that aim to improve the lives of families and children aged 0-4 years and promotes an inclusive approach to the development of working with local agencies, organisations and funders.

Sure Start Mellow Valley is characterised by high levels of parental involvement. Indeed, parents in Little London & Woodhouse and in Meanwood were closely involved in forums/groups lobbying for a Sure Start programme. The Parents Forum groups are always well attended and parents are also represented on the management board.

It is a requirement for all local Sure Start programmes to undergo a process of evaluation to determine whether the programme is meeting the needs and expressed wishes of the population it serves. The Centre for Health Promotion Research at Leeds Metropolitan University has been commissioned to evaluate Sure Start Mellow Valley. An initial Baseline User Satisfaction Survey formed the first stage of the evaluation. It was conducted in Summer 2004. This report details the methods used and findings from the survey.

## **Methodology**

The primary purpose of the Baseline User Satisfaction Survey was to obtain parents' views on local services and support available to families with children under 4 years. The findings would then provide a baseline for assessing the progress made by the Sure Start programme. Following consultation with Sure Start Mellow Valley, it was decided to involve parents, where possible, in the design and implementation of the survey. Parents would be more familiar with their areas and potentially more able to gain access and the trust of parents to give their views.

### ***Developing the questionnaire***

National guidance indicated that a questionnaire was the preferred method as it would allow the views of a large number of parents to be obtained in a short time scale. The national guidance stated that five key areas of Sure Start activity should be included and these were:

- outreach and home visiting
- support for families and parents
- primary care and health
- access to good quality play, learning and childcare
- support for families with special needs.

In designing the questionnaire, the evaluation team ensured that it related to these broad areas, which will be relevant throughout the whole duration of Sure Start, rather than exploring satisfaction across the numerous individual services and activities within the Mellow Valley area. Asking about satisfaction alone would be of little use without finding out first if parents knew about and were using different local services and facilities. Therefore the questionnaire covered awareness of services/facilities, service utilisation and satisfaction in each of the five areas. Satisfaction was rated on a four-point scale as indicated in national guidance.

The evaluation team produced an initial draft questionnaire which was brought to a workshop attended by parents and Sure Start staff. Parents and staff were asked to comment on the suitability, length, content and style of the questionnaire. Some time was spent checking each question and then amendments and additional questions were suggested. All suggestions were incorporated in the final questionnaire. The workshops participants felt that it was very important that other parents should answer the questions in relation to their own area (rather than the whole of Mellow Valley). This led to three separate questionnaires being administered for each of the areas (Meanwood, Little London and Woodhouse) although the core questions were the same. A copy of the questionnaire is included in Appendix B.

### ***Carrying out the survey***

Given the lack of a suitable sample frame, the approach adopted was to try and reach as many parents as possible in the Mellow Valley area through group activities and through snowball sampling. A small group of parents who were willing to become community researchers attended an evaluation training workshop in June 2004. The training covered:

- How to ask questions
- Asking sensitive/difficult questions
- Criteria for selecting parents

- Confidentiality
- Personal safety
- Child protection

The parents drew up a code of practice at the workshop which took account of ethical issues and risks. It was agreed that parents taking part in the survey would receive vouchers in recognition of their efforts. A target of 50 questions for each of the three areas was set.

Between July and September 2004, six community researchers working in pairs collected questionnaires from parents in their area. This was done through both 'door-to-door' research and through attending activities and groups in their area. Only parents or carers living in the Mellow Valley Sure Start area who had one or more children under five years were asked to complete a questionnaire. Sure Start and university staff also assisted in the data collection.

Meanwood, Little London and Woodhouse are comprised of a diverse ethnic mix and it was recognised that some potential respondents may have only a restricted use of English. It was felt that due to the variety of languages and varying levels of literacy, translating the questionnaire into minority languages was not necessarily the best way of ensuring access across all groups. For parents whose first language was not English, there was an option of using an interpreter. While one Chinese interpreter was used, because of the small numbers of people requiring an interpreter and the impossibility of predicting when an interpreter would be needed, other interpreters were not actually used.

Once the data collection was completed, the questionnaires were coded and analysed using the statistical computer package SPSS. The results are presented below. Percentage figures have been rounded up or down to the nearest whole number.



## **Survey Findings**

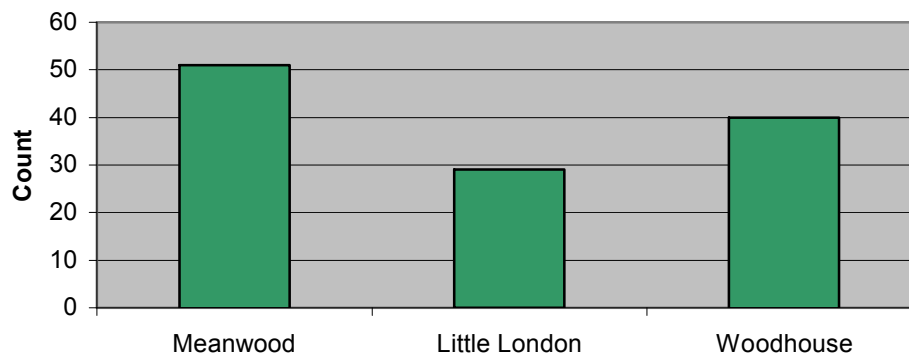
### **Section 1: Characteristics of respondents**

A total of 120 questionnaires were returned. This section looks at the characteristics of the respondents, including where they lived, age, ethnicity and how many children they had.

#### ***Area of residence***

The questionnaires were completed by parents living in all three areas covered by Sure Start Mellow Valley. 51 questionnaires (43%) were completed by parents from Meanwood, 29 (24%) from Little London and 40 (33%) from Woodhouse, as shown in Figure 1.

**Fig 1: Area in which questionnaire was completed**



#### ***Relationship to child***

112 of the 120 respondents (93%) were mothers. The remaining respondents were 5 fathers, 2 grandmothers and 1 carer.

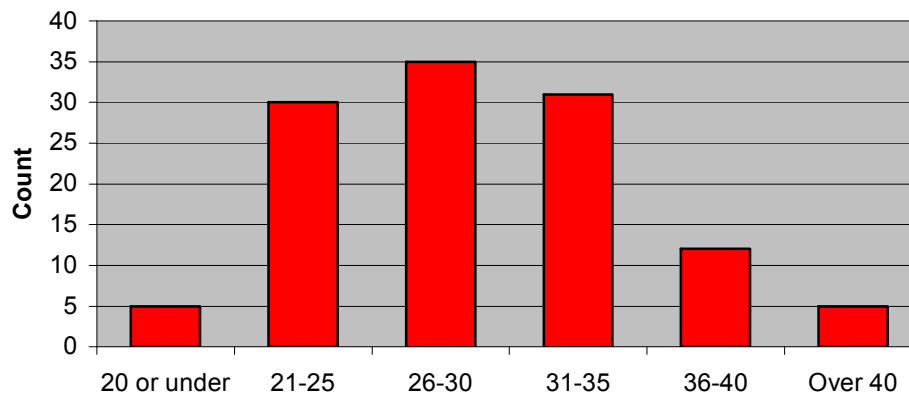
*For simplicity, throughout this report, we will mainly use the term 'parent' to describe the people giving their views. Percentages are calculated from the actual number of parents who gave an answer to the question. This number will be indicated for each question.*

### **Age**

*(number of parents answering =118)*

66 parents (56%) were aged between 26 and 35 years. 35 parents (30%) were aged 25 years or under, including 5 parents (4%) who were 20 years or under. 17 parents (14%) were 36 years or over, including 5 respondents (4%) aged over 40 years.

**Fig 2: Age of respondents**



### **Ethnic group**

*(number of parents answering =111)*

Parents were asked to describe their ethnic group in their own words. The responses were as follow:

- 73 parents (66%) described themselves as ‘White British’.
- A further 20 parents described themselves as British – these included 7 ‘British’, 8 ‘Black British’, 3 ‘Asian British’, 1 ‘Chilean/British’, 1 ‘Mixed White British and African.
- Other responses were ‘African’ (3), ‘White’ (2), ‘White European’ (2), ‘Asian’ (2), ‘Mixed Race’ (2), ‘Irish’ (1), ‘French’ (1), ‘Middle East’ (1), ‘Algerian’ (1), ‘Kashmiri’ (1), ‘Chinese’ (1), ‘White, Afro-Caribbean’ (1).

The way parents chose to describe their own ethnic group did not conform precisely to the categorisation used by the Census 2001. However, the following broad comparisons can be made.

Figures from the 2001 Census displayed in Table 1 ‘Census 2001 - Ethnic groups in Sure Start Mellow’ on page 1 show that 70% of people described themselves as ‘White British’ in the Little London/Woodhouse Sure Start area and 84% described themselves as ‘White British’ in the Meanwood Sure Start area. Both these figures are higher than the 66% of our sample that described themselves as ‘White British’.

In our sample, an additional 5% of parents described themselves as White compared with 7% and 4% in Little London/Woodhouse Sure Start area and Meanwood Sure Start area respectively who described themselves as ‘White Irish/Other White’.

In our sample, 10% of parents described themselves as Black or 'Black British' compared with the Census 2001 figures of 7% and 4% in Little London/Woodhouse Sure Start area and Meanwood Sure Start area respectively who described themselves as 'Black or Black British'.

In our sample, 5% of parents described themselves as Asian or 'Asian British' compared with the Census 2001 figures of 6% and 3% in Little London/Woodhouse Sure Start area and Meanwood Sure Start area respectively who described themselves as 'Asian or Asian British'.

In our sample, 4% of parents described themselves as Mixed race, the same as in the Little London/Woodhouse Sure Start area. The figure for the Meanwood Sure Start area was 5%.

One parent in our sample, 4% described themselves as Chinese or other ethnic group. The Census 2001 figures for Little London/Woodhouse Sure Start area and Meanwood Sure Start were 7% and 1% respectively.

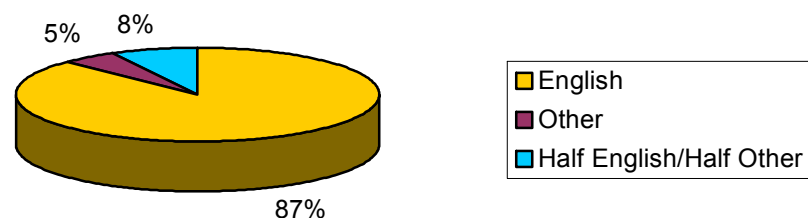
These figures show that while there are minor differences compared with the Census 2001 breakdown, our sample of parents is broadly representative of the population within the Sure Start Mellow Valley area as a whole.

#### ***Language mostly used at home to talk to child***

*(number of parents answering = 117)*

Parents were asked which language they **mostly** use at home to talk to their child.

**Fig 3: Language mostly used at home to talk to child (number of parents answering = 117)**



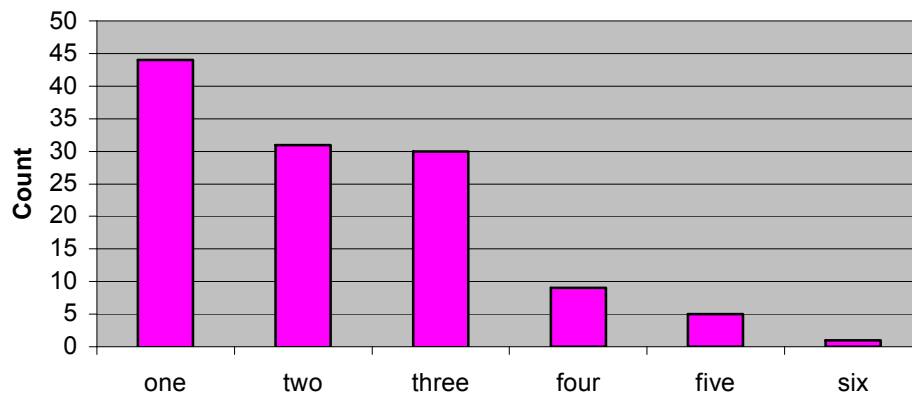
As displayed in Figure 3, for the vast majority of the parents (87%), English was the language which they mostly used at home to talk to their child. Six parents (5%) said they mostly used a language other than English when speaking to their child at home. Nine parents (8%) said they speak a mixture of English and another language with their child. Other languages used were Farsi, Fulla, Mandinca, Urdu, French, Arabic, Punjabi, Parsian, Esan, Greek, Mirpuri, Spanish and Cantonese.

### ***Number of children***

*(number of parents answering = 120)*

The largest group of parents (44 - 37%) had one child. 31 of the parents (26%) had 2 children and 30 parents (25%) had 3 children. 9 parents (8%) had 4 children. 5 parents (4%) had 5 children and 1 parent had 6 children.

**Fig 4: Number of children**



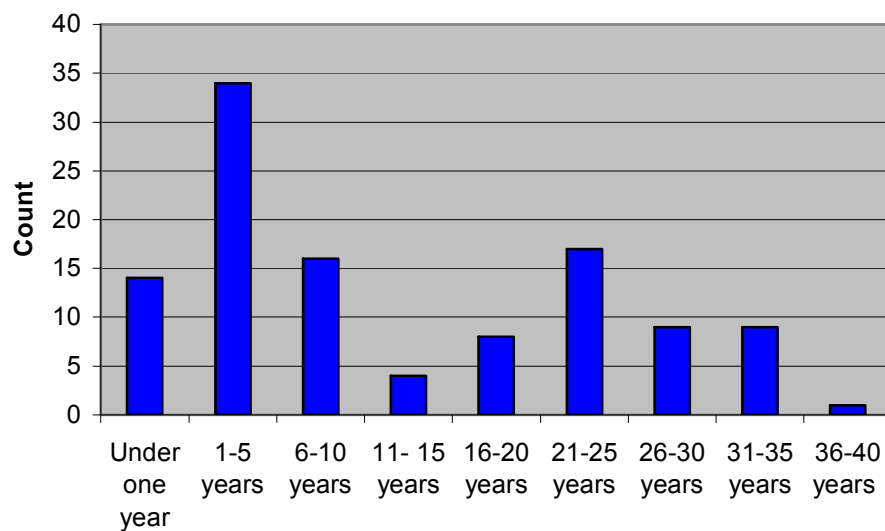
### ***Length of time lived in the area***

*(number of parents answering = 112)*

48 parents (43%) had lived in their area for 5 years or less, including 14 parents (13%) who had been in the area for less than 1 year.

36 parents (32%) had lived in their area for over 20 years, including 10 parents (9%) who had been in the area for over 30 years.

**Fig 5: Years lived in the area**

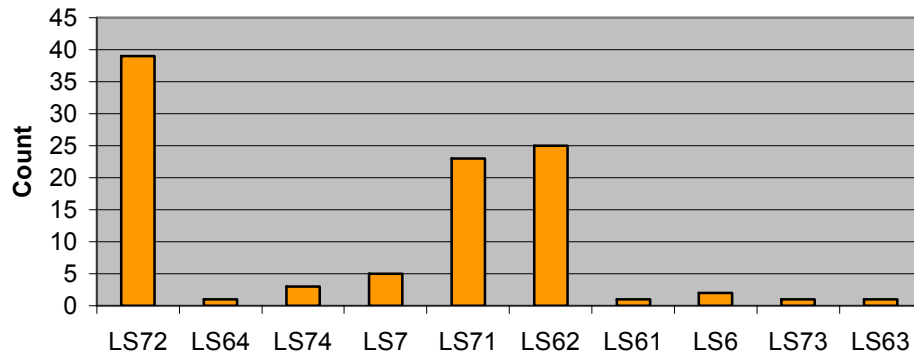


### Postcodes of participants

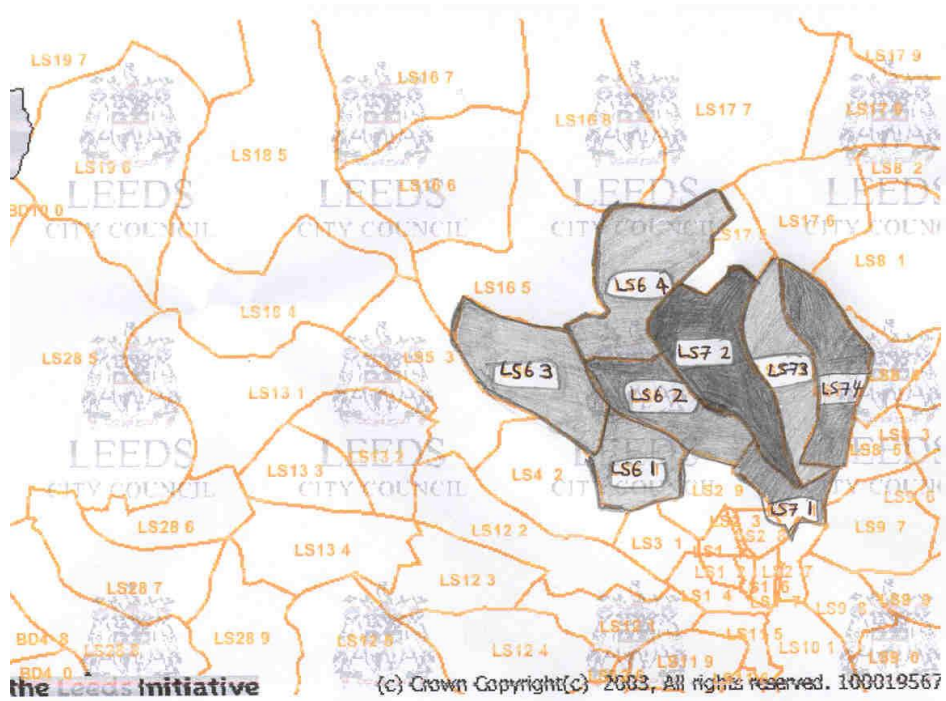
(number of parents answering =101)

The majority of parents answering this question (39 parents) live within the LS72 postcode region. A quarter live within LS62 (25 parents) and over a fifth live within LS71 (23 parents).

**Fig 6: First four digits of postcode**



Below is a map showing the geographical area from which the parents came.



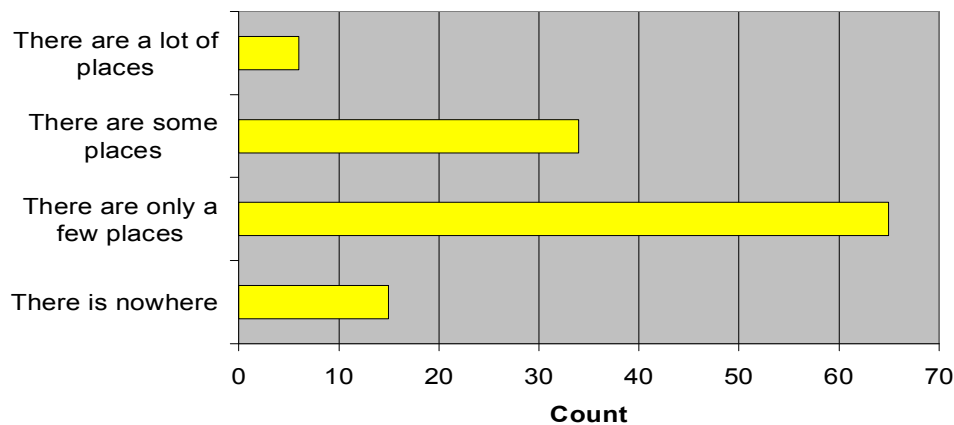
## Section 2: Places for children to play

The availability of good quality places to play is essential for families of young children. In this section we look at parents' views of what their area has to offer in terms of providing opportunities for children to play.

### *Places to play*

Figure 7 shows responses to the question 'How many places/groups are there in this area where you can take your child to play or meet other children?'

**Fig 7: Number of places to take child to play**  
(number of parents answering = 120)



The majority of parents felt that their area had a lack of places/groups for them to take their child to play or meet other children, with 65 (54%) holding the view that 'there are only a few places' and 15 (13%) saying 'there is nowhere'. Only 6 people (5%) felt that 'there are a lot of places'. 34 parents (28%) said that 'there are some places'. Table 2 below shows the separate figures for the three areas.

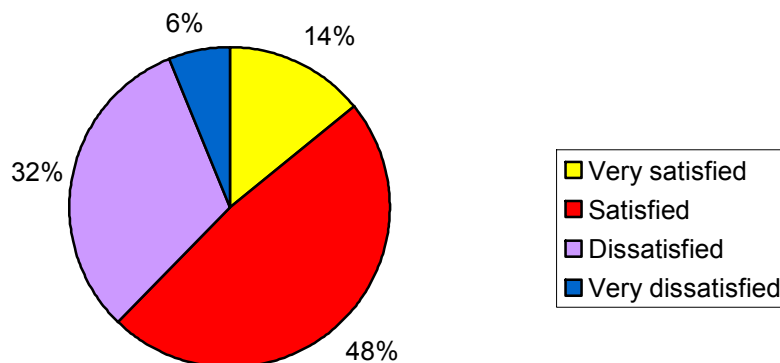
**Table 2: Parents' views on number of places to play by area**

Number of places to take child to play	Meanwood 51 parents answered (% in brackets)	Little London 29 parents answered (% in brackets)	Woodhouse 40 parents answered (% in brackets)
'There are a lot of places'	2 (4%)	1 (3%)	3 (8%)
'There are some places'	11 (22%)	5 (17%)	18 (45%)
'There are only a few places'	30 (59%)	19 (66%)	16 (40%)
'There is nowhere'	8 (16%)	4 (14%)	3 (8%)

A higher percentage of parents in both Little London and Meanwood felt there to be a lack of places to take their child to play compared to parents in Woodhouse: 80% of Little London parents and 75% of Meanwood parents said either 'There are only a few places' or 'There is nowhere' compared to 48% in Woodhouse.

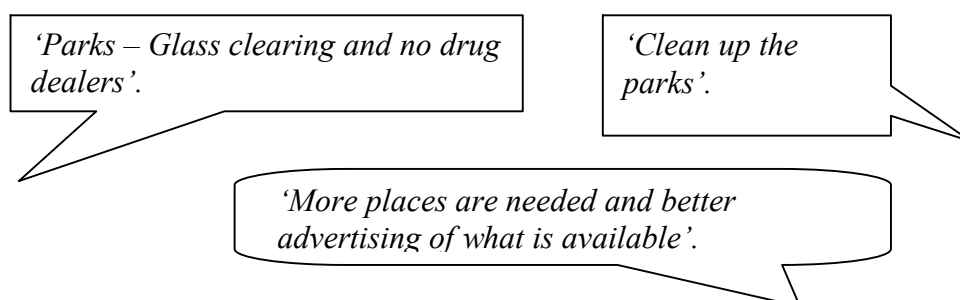
Figure 8 shows how satisfied parents felt with the type of places locally to take their child to play or meet other children.

**Fig 8: Satisfaction with type of places to take children to play (number of parents answering = 114)**



While Figure 7 indicates that many parents view their area as having an insufficient number of places/groups for them to take their child to play or meet other children, Figure 8 reveals that the majority of parents (71) (62%) were either 'very satisfied' or 'satisfied' with the type of places that do exist. However, 43 parents (38%) were either 'dissatisfied' or 'very dissatisfied'.

Parents were asked whether they had any suggestions for improving places where children can play. (For a full list of suggestions, please see Appendix C).



Over half of the parents (61) (54%), said that if they met a new parent who had just moved to the area, they would be able to recommend a good place for them to take their child to play.

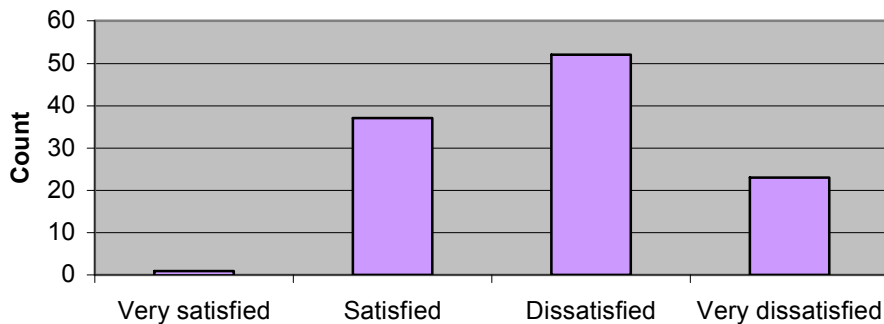
*Places recommended included:*

Sure Start drop-ins and groups, FSU, PALS, Meanwood Community Centre, playgroups, Meanwood Park, Little London Park, Hyde Park, Mums and Tots, Quarry Mount Children's Centre, Family Centre Beckhill Avenue, Space Centre, Bumps 'n' Babes

### ***Outdoor play areas***

Parents were asked how they felt about the availability of outdoor play areas/playgrounds in their area suitable for young children.

**Fig 9: Satisfaction with availability of outdoor play areas suitable for young children**  
(number of parents answering = 113)



Two thirds of parents were either ‘dissatisfied’ or ‘very dissatisfied’ with the availability of outdoor play areas suitable for young children – 20% were ‘very dissatisfied’.

Table 3 below shows a comparison between the three areas of how parents felt about the availability of outdoor play areas suitable for young children.

**Table 3: Comparison of satisfaction with availability of outdoor play areas**

Satisfaction with availability of outdoor play areas suitable for young children	Meanwood 49 parents answered (% in brackets)	Little London 27 parents answered (% in brackets)	Woodhouse 37 parents answered (% in brackets)
‘Very satisfied’	1 (2%)	0 (0%)	0 (0%)
‘Satisfied’	7 (14%)	12 (44%)	18 (49%)
‘Dissatisfied’	26 (53%)	13 (48%)	13 (35%)
‘Very dissatisfied’	15 (31%)	2 (7%)	6 (16%)

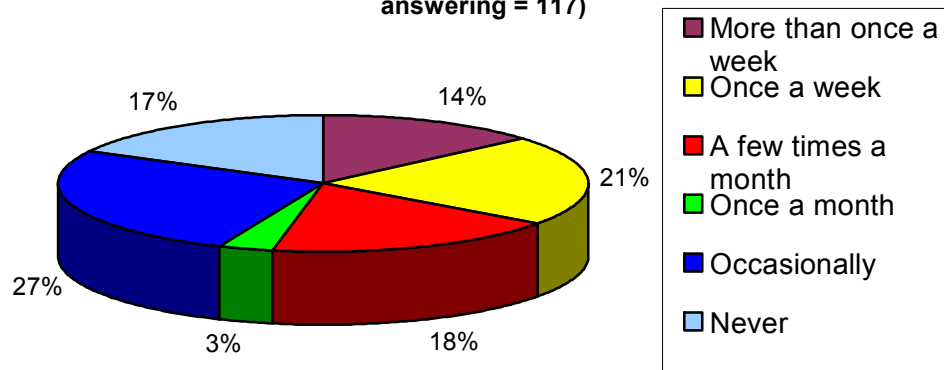
Of the three areas, Meanwood parents were the most dissatisfied with the availability of outdoor play areas suitable for young children – a total of 84% said that they were either dissatisfied or very dissatisfied, with almost a third saying very dissatisfied.

Some 55% of Little London parents and 51% of Woodhouse parents said that they were either dissatisfied or very dissatisfied with the availability of outdoor play areas suitable for young children.



Parents were asked how often they take their child to **outdoor** local play areas or playgrounds.

**Fig 10: How often do you take your child to outdoor local play areas/playgrounds (number of parents answering = 117)**



62 parents (53%) take their children to local play areas/playgrounds on a regular basis (more than once a week, once a week, a few times a month). 20 parents (17%) never take their children to local play areas/playgrounds – the age of the child could be a factor here.

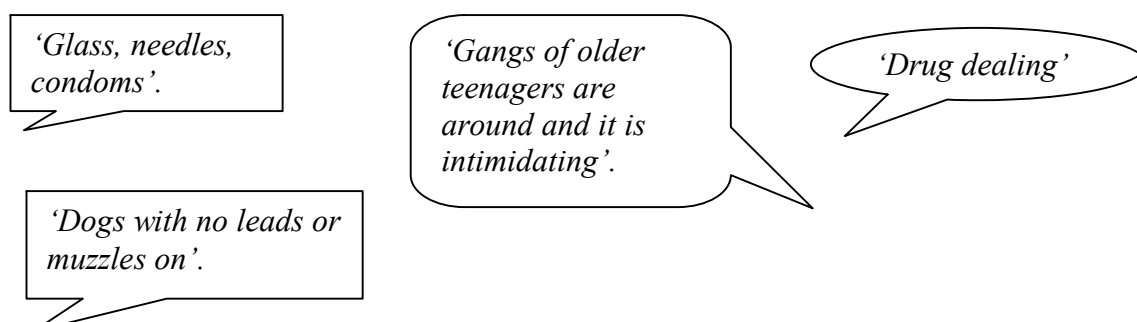
Table 4 below summarises the reasons that discourage parents from taking their child to local outdoor play areas or playgrounds. (NB: Parents were asked to tick all options that applied to them)

**Table 4: What discourages parents from using local play areas**  
(Number of parents answering = 118)

Discouraged by:	Number	% of parents answering
Vandalism	63	53%
Concerned about crime	61	52%
Too many older children	60	51%
Play area or playground is dirty	59	50%
Play equipment is not suitable for my child's age	33	28%
Playground is unsafe	22	19%
Play equipment is not safe	12	10%
Too far to travel or difficult to get to	9	8%
Other reason	7	6%
Don't want to go out	6	5%

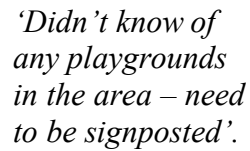
As highlighted in Table 4, many parents had concerns about crime and vandalism, just over half the parents who answered this question were discouraged for these reasons. 51% of parents were discouraged by the presence of too many older children, while half viewed the play area or playground as dirty. 33 parents (28%) felt that the play equipment was not suitable for their child's age.

7 parents identified other reasons including glass and drug using equipment in play areas. Parents also felt threatened by the presence of drug users and by drug dealing. Gangs of teenagers using the outdoor play areas were felt to be intimidating and poorly controlled dogs were also a problem. Comments included:

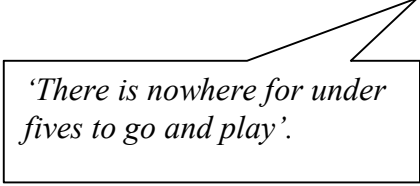


Parents were asked whether they had any suggestions or comments about outdoor play areas in Meanwood/Little London/Woodhouse. (For a full list of comments and suggestions, please see Appendix C).

Suggestions included the need for more play areas. Better signposting for the play areas that already exist was mentioned as parents were not always aware of them.

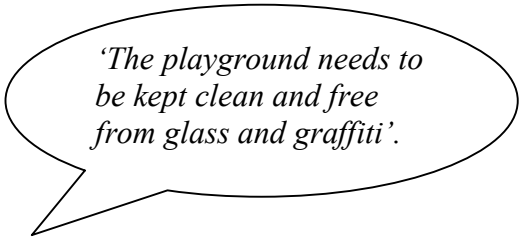


*'Didn't know of any playgrounds in the area – need to be signposted'.*

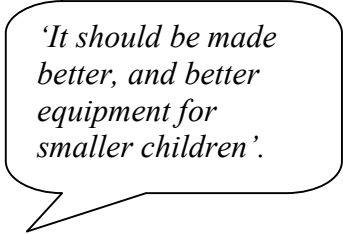


*'There is nowhere for under fives to go and play'.*

The need to make play areas suitable and safe for younger children was also emphasised – both in relation to providing appropriate play equipment for this age group and also having age restrictions. Fears about safety of the location of the play area and the presence of aggressive older children were also expressed.



*'The playground needs to be kept clean and free from glass and graffiti'.*



*'It should be made better, and better equipment for smaller children'.*

The need for better maintenance was mentioned and several parents suggested that play areas should be supervised, for example by having park wardens to tackle vandalism.

### Section 3: Childcare

Parents were asked whether they use childcare on a regular basis, which childcare they used, the main reasons for using childcare and whether they were satisfied with the childcare which they used.

#### *Using childcare*

Some 57 parents (48%) said they used childcare on a regular basis (one or more times a week). Table 5 shows the type of childcare used.

(NB: Parents were asked to tick all options that applied to them).

**Table 5: Type of childcare used on a regular basis**

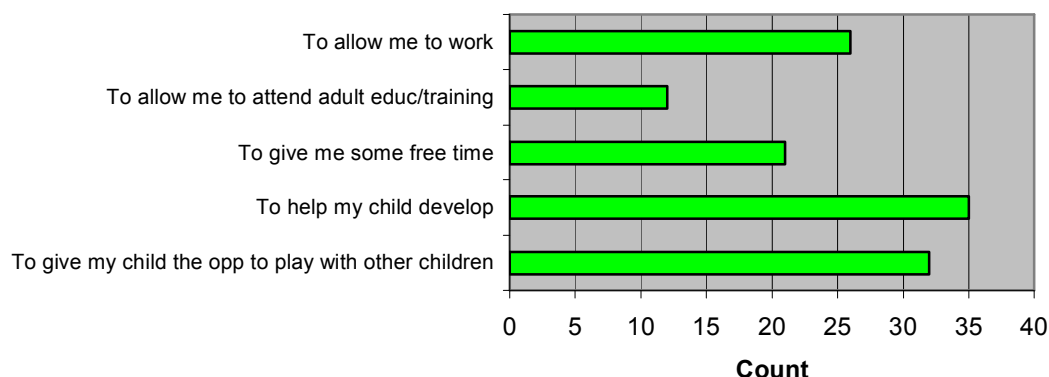
Type of childcare used	Number	% of all parents (Number = 120)
Childminder	6	5%
Day care	17	14%
School nursery	28	23%
Crèche sessions	6	5%
Other childcare	10	8%

By far the most frequently used form of childcare was school nursery (23% of all parents). For a list of the day care, school nurseries, crèche sessions and other forms of childcare used by parents responding, please see Appendix C.

Parents who use childcare were asked to indicate the main reasons.

(NB: Parents were asked to tick all options that applied to them).

**Fig 11: Main reasons for using childcare  
(number of parents answering = 56)**



Out of the 57 parents who use childcare on a regular basis, 37 (65%) answered ‘To help my child develop’ or ‘To give my child the opportunity to play with other children’. 33 parents (58%) answered ‘To allow me to work’ or ‘To allow me to attend adult education or training courses’ (or both).

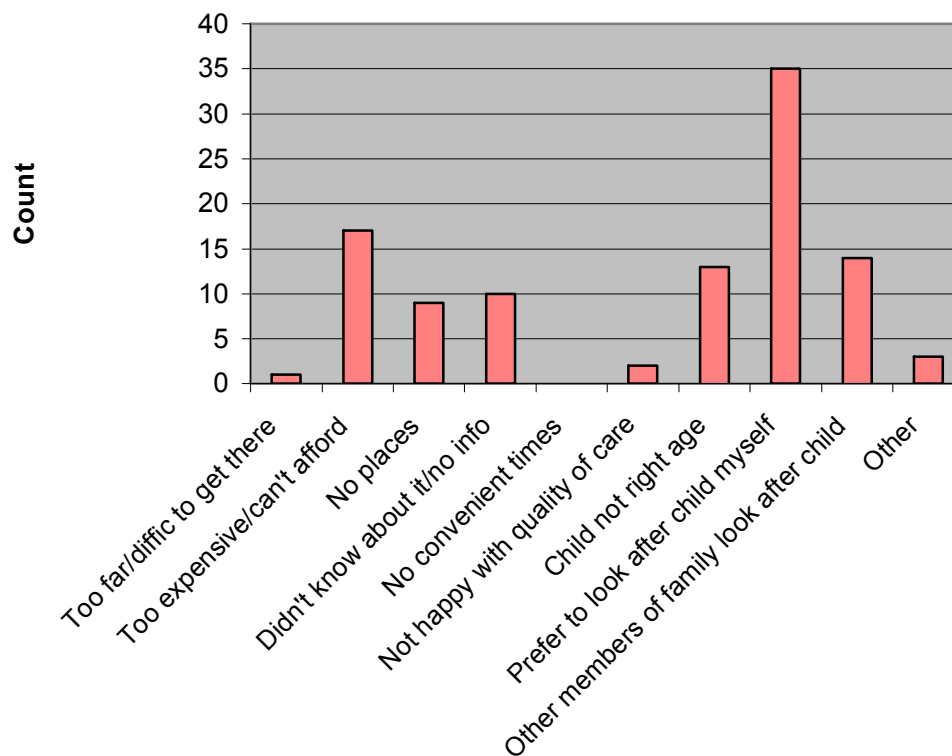
Most of the parents (74%) were 'very satisfied' with the childcare that they use. Fifteen (26%) stated that they were 'satisfied'. No parent was 'dissatisfied' or 'very dissatisfied'.

#### ***Access to childcare***

Some 63 parents (53% of all parents) do not use childcare on a regular basis. Figure 12 displays the main reasons for not using childcare.

(NB: Parents were asked to tick all options that applied to them).

**Fig 12: Main reasons for not using childcare**  
(number of parents answering = 57)



35 parents do not use childcare as they prefer to look after their child themselves and fourteen parents said that family members looked after their child.

Many of the parents gave reasons that would suggest that they may consider using childcare if it were more accessible and met their needs. For example, 9 parents said there were no places, 10 parents said they didn't know about it/had no information and 17 parents did not use childcare due to it being too expensive.

Four parents ticked 'Other' reason. These reasons included:

- *'My work hours fit well with my partner's'*
- *'I do prefer to care for and teach my own children but would consider a nursery or child care centre if it was safe and affordable'*
- *'Not working yet'*

All parents were asked whether they had ever tried and not been able to get regular childcare for their child. Nineteen parents said that they had been in that position. Six of these parents had been trying to get a childminder and four were looking for a nursery place. (For a full list of responses, please see Appendix C).

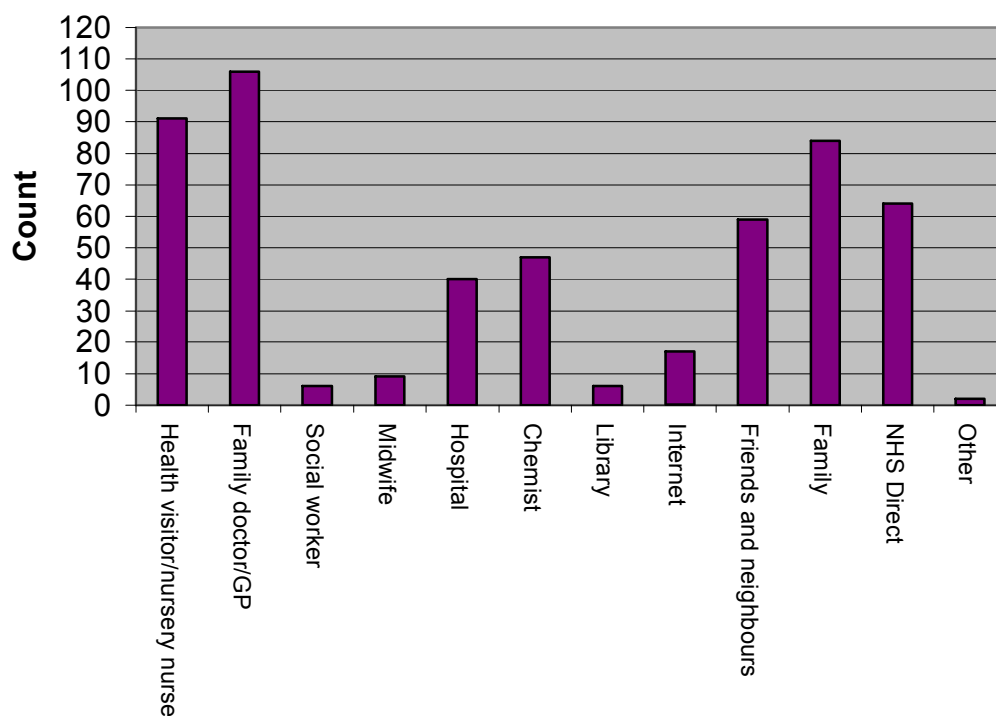
## Section 4: Health Services

Parents were asked about health services in the area, which health services they use and who they get advice from.

### *Getting help and advice*

Parents were asked to indicate who they would turn to for advice about their child's health.

**Fig 13: Who would you turn to for advice about child's health (number of parents answering = 117)**



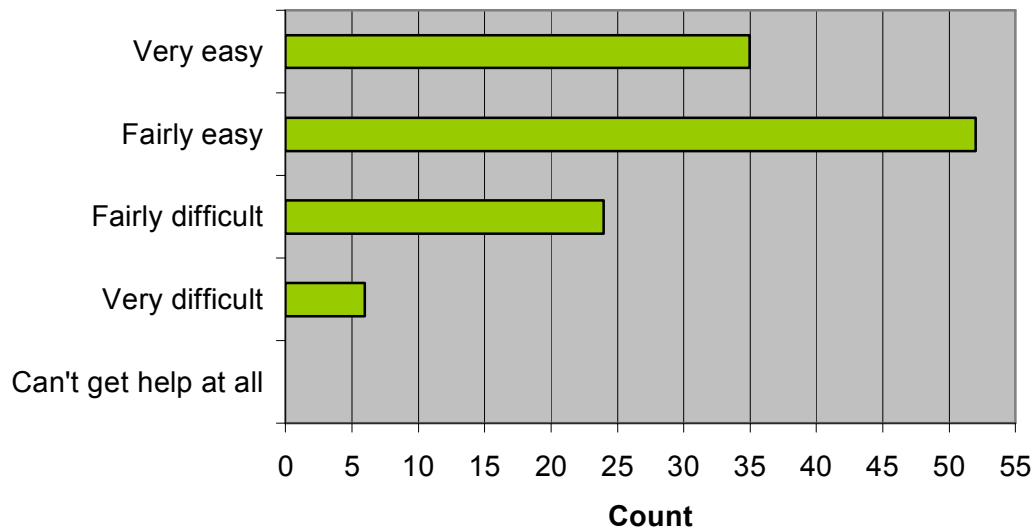
(NB: Parents were asked to tick all options that applied to them)

Nearly all parents (97%) stated that if they needed advice about their child's health, they would turn to either or both their health visitor/nursery nurse (77%) or their family doctor/GP (90%). 84 parents (71%) said that they would turn to family members, while 59 parents (50%) said that they would turn to friends and neighbours. Just over half of parents (54%) said they would seek help through NHS Direct. 18 parents (15%) said they would look for advice on the Internet and/or at the library. One parent stated that they would turn to their childminder if they needed advice about their child's health.

Figure 14 shows responses to the question – ‘How easy is it to get help from your doctor or health centre when your child is ill?’

**Fig 14: How easy is it to get help from your doctor or health centre when your child is ill?**

(Number of parents answering = 117)



87 parents (74%) felt that it is either ‘very easy’ or ‘fairly easy’ to get help from their doctor or health centre when their child is ill, with 52 parents (44%) finding it ‘fairly easy’ and 35 parents (30%) finding it ‘very easy’.

Over a quarter of parents stated that it is either ‘fairly difficult’ or ‘very difficult’ – 24 parents (21%) finding it ‘fairly difficult’ and 6 parents (5%) finding it ‘very difficult’. Importantly, no parent stated that they ‘can’t get help at all’.



Table 6 displays the separate breakdown of these figures for the three Mellow Valley areas.

**Table 6: Getting help from doctors or health centre when your child is ill by area**

<b>How easy is it to get help from your doctor or health centre when your child is ill?</b>	<b>Meanwood</b> 50 parents answered (% in brackets)	<b>Little London</b> 28 parents answered (% in brackets)	<b>Woodhouse</b> 39 parents answered (% in brackets)
Very easy	13 (26%)	11 (39%)	11 (28%)
Fairly easy	21 (42%)	10 (36%)	21 (54%)
Fairly difficult	13 (26%)	7 (25%)	4 (10%)
Very difficult	3 (6%)	0 (0%)	3 (8%)

Overall, 82% of Woodhouse parents felt that it was either ‘very easy’ or ‘fairly easy’ to get help from their doctor or health centre when their child is ill compared with 75% of Little London parents and 68% of Meanwood parents.

### ***Using health services***

Parents were asked which Doctors/health centre they attended.

**Table 7: Doctors attended**

<b>Which Doctors?</b>	<b>Number of parents</b> (number of parents answering = 110)
Meanwood Health Centre	32
Craven Road	23
Woodhouse Health Centre	21
Carlton Gardens Surgery	13
Stainbeck Surgery	7
Green Road	3
Chapel Allerton Health Centre	2
Chapeltown Health Centre	2
Harehills Surgery	2
Burmantofts	1
Craven Road Medical Centre	1
Harrogate Road Practice	1
Headingley	1
Wortley	1

Parents were asked which health services they had used in the last six months  
(NB: Parents were asked to tick all options that applied to them).

**Fig 15: Health services used in last 6 months**  
(number of parents answering = 118)

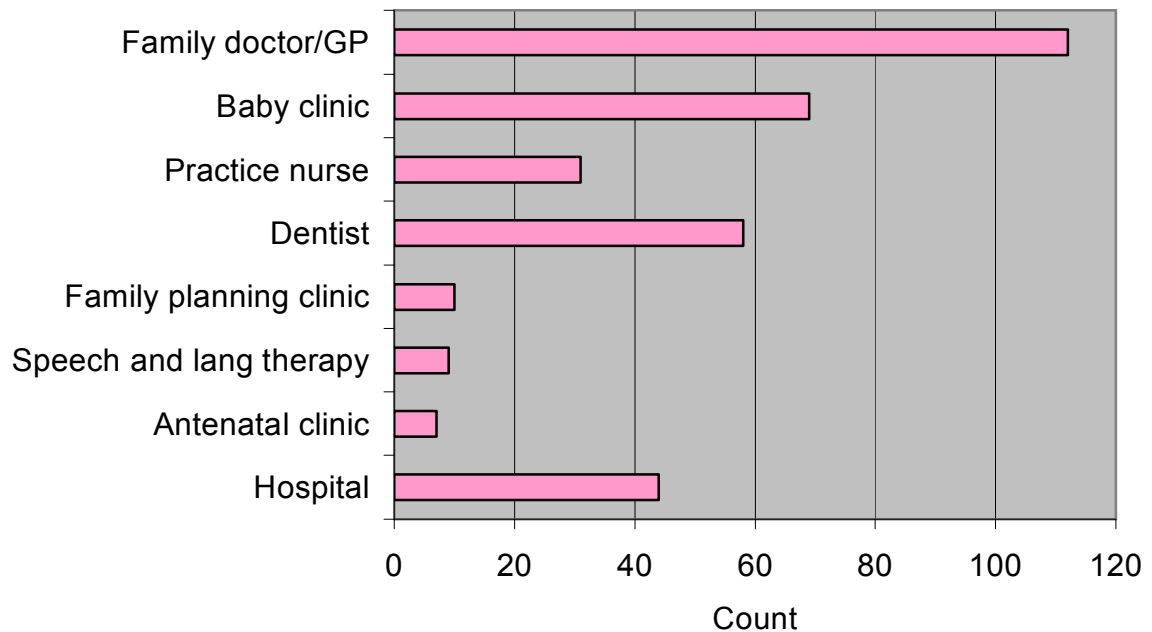
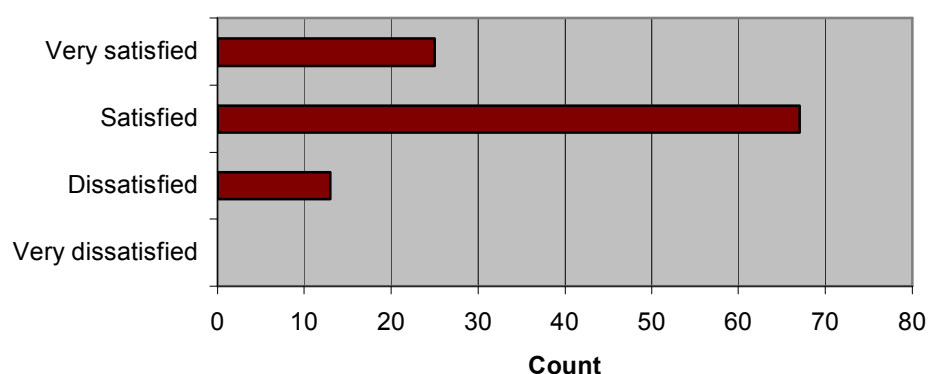


Figure 15 shows that in the last six months, most parents had visited their family doctor/GP (112 parents - 95%). 69 parents (58%) had visited their baby clinic and 58 parents (49%) had attended a dentist.

Parents were asked how satisfied they felt overall with local health services provided in their area. Figure 16 shows the levels of satisfaction.

**Fig 16: Satisfaction with local health services**  
(Number of parents answering = 105)



There appears to be a high level of satisfaction with local health services – a total of 92 parents (88%) stating that they are either ‘very satisfied’ or ‘satisfied’. Almost a quarter (24%) said they were ‘very satisfied’.

13 parents (12%) were ‘dissatisfied’. Nobody said they were ‘very dissatisfied’.

- One ‘Dissatisfied’ parent wrote: *‘Have to wait a long time even when have appointment’*.
- Another comment was: *‘Found it hard to find NHS dentist nearby. All were full and taking no more patients’*.

Table 8 shows the separate figures on satisfaction with health services for the three areas.

**Table 8: Satisfaction with local health services by area**

<b>Satisfaction with local health services</b>	<b>Meanwood</b> 42 parents answered (% in brackets)	<b>Little London</b> 24 parents answered (% in brackets)	<b>Woodhouse</b> 39 parents answered (% in brackets)
Very satisfied	9 (21%)	7 (29%)	9 (23%)
Satisfied	26 (62%)	15 (63%)	26 (67%)
Dissatisfied	7 (17%)	2 (8%)	4 (10%)
Very dissatisfied	0 (0%)	0 (0%)	0 (0%)

Some 83% of Meanwood parents were ‘satisfied’ or ‘very satisfied’ with local health services provided in their area compared with 92% in Little London and 90% in Woodhouse.

Parents were asked whether they had any suggestions for improving any of the local health services. (For a full list, please see Appendix C). Suggestions included:

- shorter waiting times
- better appointment systems, including late or emergency appointments
- more information on services
- home visits
- services to be more accessible to parents who work.

*'Be seen when your appointment is – not an hour later'.*

*'They should have more appointments available for children at the health centre'.*

*'Baby clinic needs to be more than one Tuesday morning because of commitments like work'.*

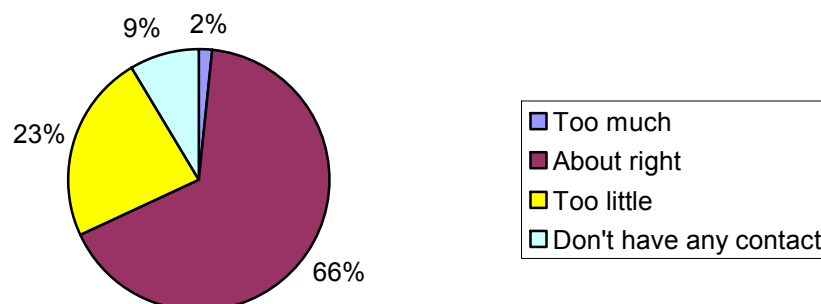
(attends Woodhouse Health Centre)

*'Make people more aware of where to seek help if needed'.*

### **Health visiting**

Figure 17 shows parents' views about the amount of contact they have with their health visitor.

**Fig 17: Amount of contact with Health Visitor/Health Visiting team**  
(number of parents answering = 116)



Two thirds of parents (77) felt that they had the right amount of contact with their health visitor. However, a sizeable minority (23) felt that they had insufficient contact with their health visitor.

Parents were asked how satisfied they felt with the support that they have received from their health visiting team.

**Fig 18: Satisfaction with support from the health visiting team (number of parents answering = 111)**

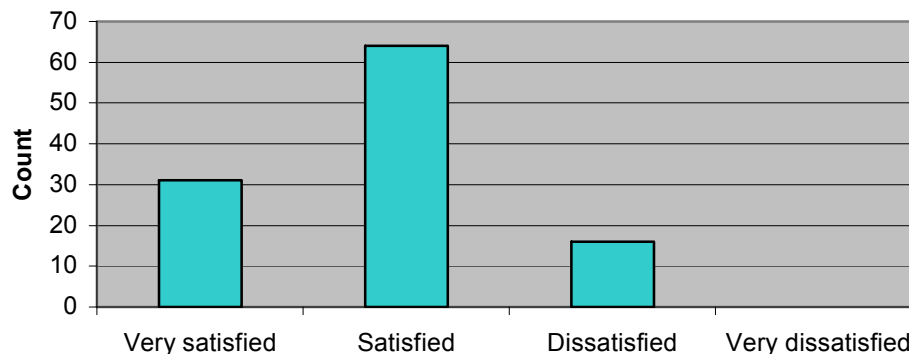


Figure 18 shows that again the vast majority of parents, 95 of the 111 answering (86%), were either 'satisfied' or 'very satisfied' with the support which their health visiting team had given them. 31 parents (28%) were very satisfied.

16 parents (14%) were 'dissatisfied'. Nobody said 'very dissatisfied'.

In addition:

- One parent wrote 'They have been fantastic'
- However, another parent with a 19 month old child stated 'Don't receive support!'

88 parents (77% of the 115 parents who answered) knew the name of their health visitor. 108 parents (94% of the 115 parents who answered) knew how to contact their health visitor if they needed advice.

73 parents (65%) said that they were contacted by the health visiting team when they were pregnant. 27 parents (24%) said that they were not contacted, although 2 stated they were not living in the area at the time. 11 parents 'did not know' whether they were contacted.

Parents were asked whether they had any suggestions or comments about the antenatal care provided for pregnant women in the area. (For a full list, please see Appendix C).

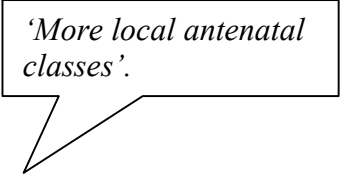
There were many positive comments, for example:

*'My antenatal care is very good'.*

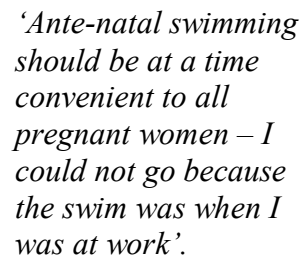
*'Excellent'*

*'My midwife and health visitor were both great'.*

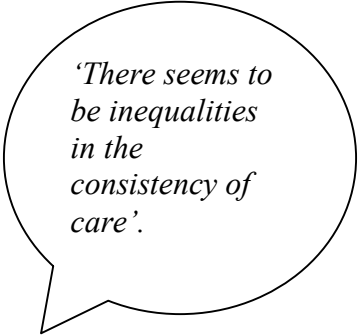
There were also some negative comments and suggestions for improvement, including:



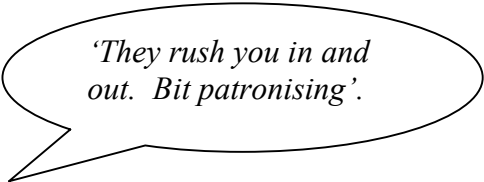
*'More local antenatal classes'.*



*'Ante-natal swimming should be at a time convenient to all pregnant women – I could not go because the swim was when I was at work'.*



*'There seems to be inequalities in the consistency of care'.*



*'They rush you in and out. Bit patronising'.*

## Section 5: Support for parents

Supporting families and parents is a key area of activity for Sure Start. In order to find out what parents thought about the support available to them, questions were asked on places to meet other parents as well as sources of help and advice.

### *Meeting other parents*

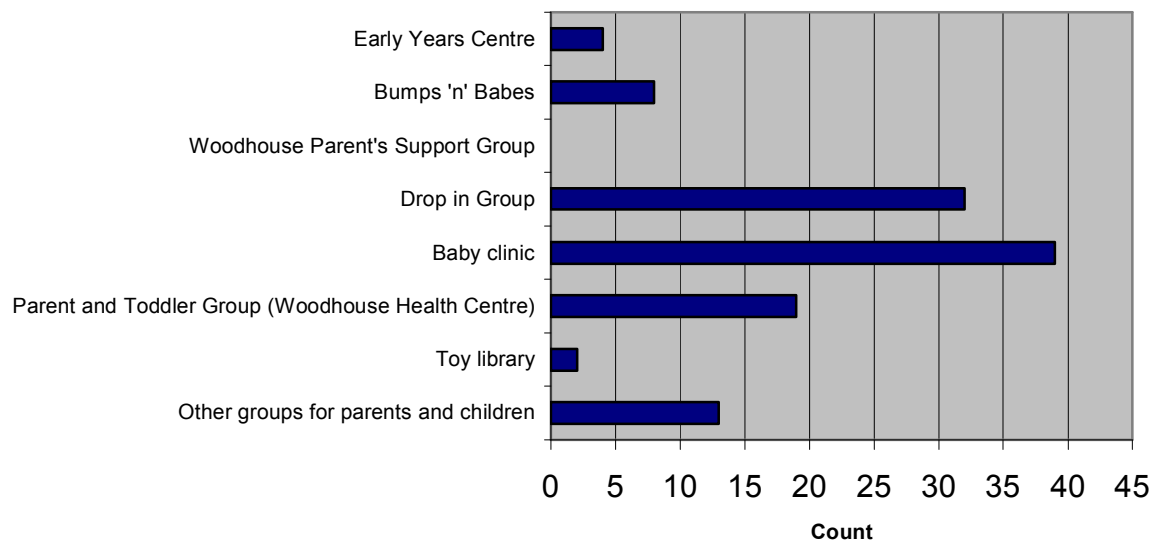
Parents were asked whether they knew of anywhere in their area where they can meet with other parents. Of the 113 parents who answered, 68 (60%) indicated that they knew of places where they could meet with other parents. Places mentioned included:

- Sure Start (x14)
  - also...
    - S.P.A.C.E (x3)
    - Beulah Hall (x5)
- 'Mums and Tots' (x16)
- FSU (x6)
- PALS (x5)
- Meanwood Community Centre (x5)

(For a full list, please see Appendix C).

Parents were asked whether they had attended any groups within the last six months.

**Fig 19: Groups attended in last six months**  
(number of parents answering = 118)



*(NB: Parents were asked to tick all options that applied to them. The groups listed on the Meanwood questionnaire differed from those listed on the other questionnaires).*

Figure 19 shows that within the last six months, the three best attended groups were the Baby Clinic (39 parents), the Drop in Group (32 parents) and the Parent and Toddler Group (Woodhouse Health Centre) (19 parents).

76 parents had attended at least one group within the last six months. 26 parents had attended two or more groups within the last six months. Table 9 shows how these figures were split between the three areas.

**Table 9: Number and percent of parents in each area attending groups in last 6 months**

Area	Number and % of parents attending at least 1 group in last 6 months	Number and % of parents attending 2 or more groups in last 6 months
Meanwood	36 (71%)	7 (14%)
Little London	16 (55%)	5 (17%)
Woodhouse	24 (60%)	14 (35%)

While 71% of Meanwood parents and 55% of Little London parents had attended at least one group in the last six months, only 14% and 17% in each area respectively had attended 2 groups or more. Among Woodhouse parents, 60% had attended at least one group and over a third (35%) had attended 2 groups or more.

Other groups attended included: Swimming, Jabadao music group, Wrangthorn play group, Les Petits Francais (French toddler group) and Lawnswood Arms Mums and Toddlers group. (For a full list, please see Appendix C).

Parents were asked about the opportunities in their area for meeting other parents of young children.

**Fig 20: Views on opportunities for meeting other parents of young children**  
(number of parents answering = 105)

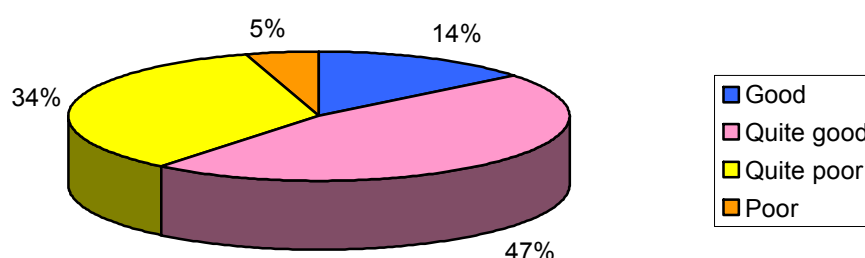
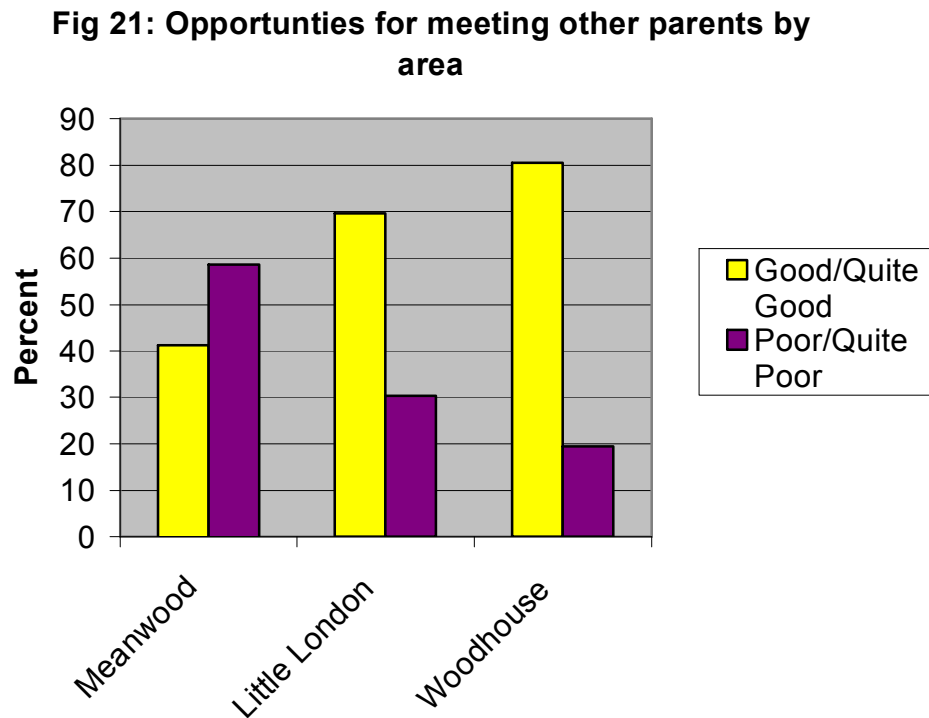


Figure 20 shows that a majority of parents (64) (61%) thought that opportunities in their area for meeting other parents of young children were either 'good' or 'quite good'. However, 41 parents (39%) felt that opportunities in their area for meeting other parents of young children were 'poor' or 'quite poor'.



Figure 21 below shows a breakdown of parents' opinions in the three areas concerning the opportunities in their area for meeting other parents of young children.



*(number of parents answering: Meanwood (46), Little London (23), Woodhouse (36))*

Figure 21 shows that in Meanwood, most parents (59%) felt that opportunities in their area for meeting other parents of young children were poor/quite poor compared to 42% who considered opportunities to be good/quite good.

In contrast, in both Little London and Woodhouse, a majority of the parents viewed opportunities as good/quite good. Almost 70% of parents in Little London considered opportunities to be good/quite good. Woodhouse parents felt the most positive about opportunities in their area for meeting other parents of young children – just over 80% considering opportunities to be good/quite good compared with almost 20% viewing them as poor/quite poor.

### ***Sources of help/advice***

Parents were asked who they would turn to for help or advice if they had worries about their child's behaviour or development.

(NB: Parents were asked to tick all options that applied to them).

**Table 10: Sources of help/advice if concerned about child's behaviour or development**

<b>Where would parents seek help/advice if they had worries about child's behaviour or development?</b>	<b>Number of parents</b>	<b>% of parents answering (number = 115)</b>
GP/family doctor	95	83%
Health visiting team	89	77%
Family members	76	66%
Friends or neighbours	55	48%
Nursery or playgroup	48	42%
Teacher / school	43	37%
Sure Start	32	28%
Child minder	8	7%
Social worker	7	6%
Other	7	6%

Table 10 shows that the majority of parents would seek help or advice from their GP/family doctor and/or health visiting team if they had worries about their child's behaviour or development.

Additionally:

- 79 parents (69%) said they would turn to either friends/neighbours or family members or both;
- 66 parents (57%) said they would seek help or advice from either their nursery/playgroup or teacher/school or both;
- Over a quarter (28%) said that they would turn to Sure Start.

'Other' sources of help and advice that parents would turn to if they had worries about their child's behaviour or development included:

- 'Other parents in a similar situation'
- '0-16 team'
- 'Hospital'
- 'Anybody that I thought may be able to help'

Parents were asked where they would turn if they needed some support or advice for themselves or their partner.

(NB: Parents were asked to tick all options that applied to them).

**Table 11: Sources of help/advice for themselves or their partner**

<b>Where would parents turn if they needed some support or advice for themselves or their partner?</b>	<b>Number of parents</b>	<b>% of parents answering</b> (number = 117)
Family members	83	71%
GP/family doctor	76	65%
Friends or neighbours	60	51%
Health visiting team	30	26%
Sure Start	12	10%
Nursery or playgroup	10	9%
Social worker	4	3%
Teacher / school	4	3%
Other	4	3%
Child minder	0	0%

Table 11 shows that the majority of parents would turn to family members, GP/family doctor or friends or neighbours if they needed some support or advice for themselves or their partner.

‘Other’ sources of support and advice that respondents would turn to for themselves or their partner included:

- ‘Hospital’
- ‘Anybody that I thought may be able to help’
- ‘Psychiatrist’

Parents were also asked to indicate where they had turned for help or advice about family problems. (NB: Parents were asked to tick all options that applied to them).

**Table 12: Sources used for help/advice about family problems**

<b>Sources used for help or advice about family problems</b>	<b>Number of parents</b> (number of parents answering = 92)	<b>% of total sample (120)</b>
Family members	60	50%
GP/family doctor	56	47%
Friends or neighbours	40	33%
Health visiting team	39	33%
Nursery/playgroup	11	9%
Social worker	7	6%
Teacher/school	7	6%
Child minder	2	2%
Sure Start	7	6%
Other	3	3%

Table 12 shows that half of the all parents said that they had turned to family members for help or advice about family problems, while 47% had turned to their GP/family doctor. A third of all parents had sought help or advice from their health visiting team or from friends or neighbours. ‘Other’ sources of help or advice used about family problems included 0-16 team and psychiatrist.

## Section 6: Living in Meanwood/Little London/Woodhouse

Parents were asked how satisfied they felt with their area as a place to bring up young children.

**Fig 22: Satisfaction with area as a place to bring up young children (number of parents answering = 111)**

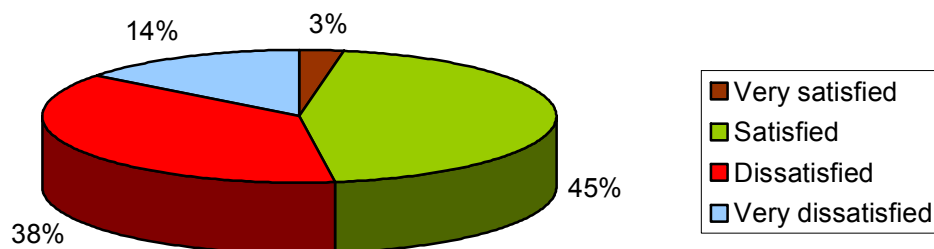
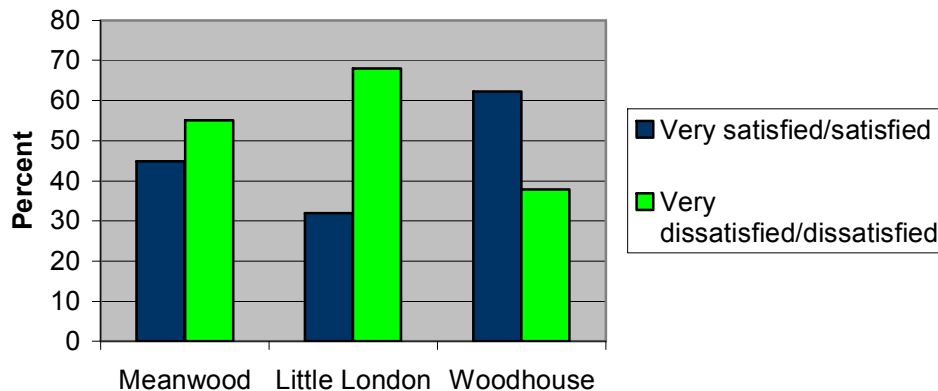


Figure 22 shows that there was a fairly even balance in overall levels of satisfaction in Mellow Valley as a place to bring up young children. 52% of parents were either 'dissatisfied' or 'very dissatisfied' compared to 48% who were either 'satisfied' or 'very satisfied'. However, comparing the two extremes, more parents said they were 'very dissatisfied' (16) (14%) than 'very satisfied' (3) (3%).

One parent, although dissatisfied, wrote: *'Although there are some improvements in the last year'.*

Figure 23 below shows the comparison between the three areas for responses to the question ‘Overall how satisfied are you with your area as a place to bring up young children’.

**Figure 23: Comparison of satisfaction with area to bring up young children**



*(number of parents answering: Meanwood (49), Little London (25), Woodhouse (37))*

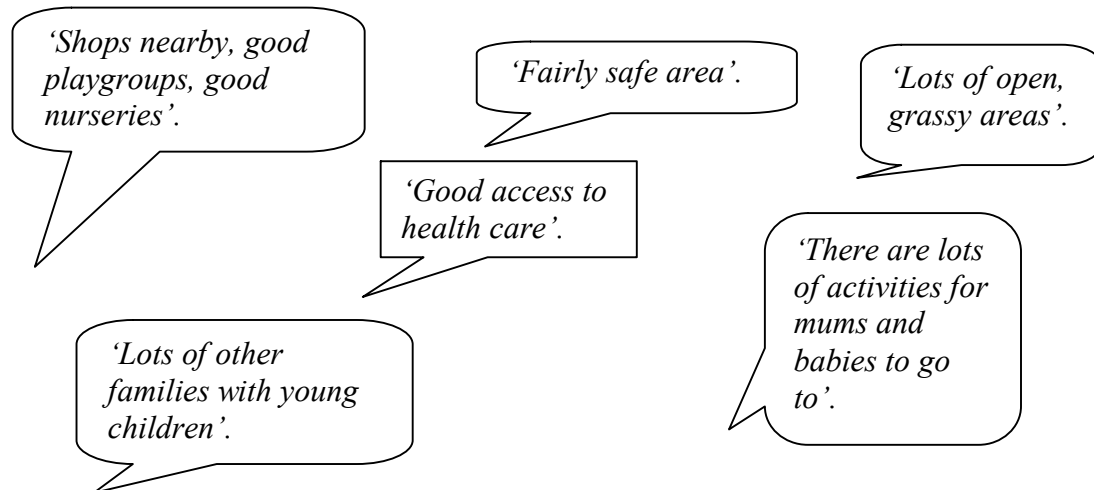
Figure 23 shows that Woodhouse was the only area in which the majority of parents were satisfied with their area as a place to bring up young children. A total of 62% of parents were satisfied or very satisfied (with one parent very satisfied). Some 38% of parents were dissatisfied/very dissatisfied.

In both Meanwood and Little London, a majority of parents expressed dissatisfaction with their area as a place to bring up young children'. In Meanwood, 55% were dissatisfied or very dissatisfied (8 parents being very dissatisfied) compared to 45% of parents who were satisfied or very satisfied (2 parents being very satisfied).

Little London parents show the greatest levels of dissatisfaction, with 68% being dissatisfied or very dissatisfied (7 parents were very dissatisfied). Only 8 parents (32%) were satisfied. Nobody said very satisfied.

### ***What is best about living in the area?***

Parents were asked to identify what was **best** about living in their area for families of children under five. Eighty one parents answered this question. (For a full list of comments, please see Appendix C). A range of things emerged including playgroups and activities for younger children and open areas. Access to good health care and other amenities such as schools and shops was also mentioned. The area was felt to be safe and friendly with a good community spirit. Furthermore, there are a lot of families with young children in the area.



18 parents specifically mentioned Sure Start, including the following quote:

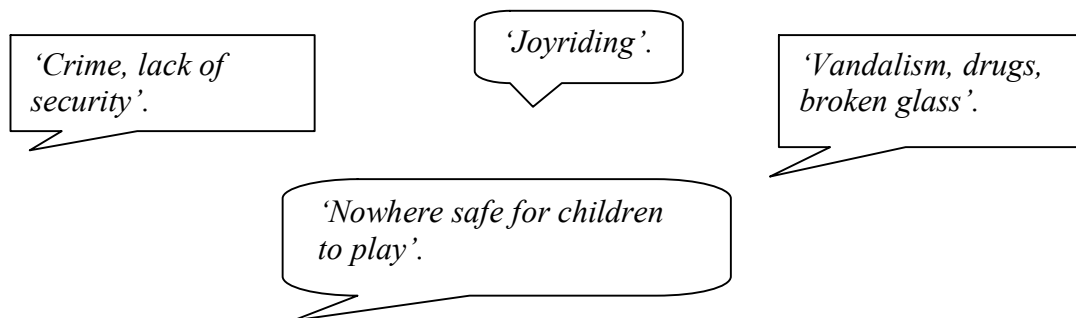
*'Recently there are more activities to do and places to go, i.e. Sure Start'.*

18 parents (22% of parents who gave an answer) stated that they were unable to think of a 'best thing' about the area. Comments included – *'Nothing'*, *'Is there anything?'*, *'Nothing at all'*, *'Unsure, can't think of anything good'*.

***What is worst about living in the area?***

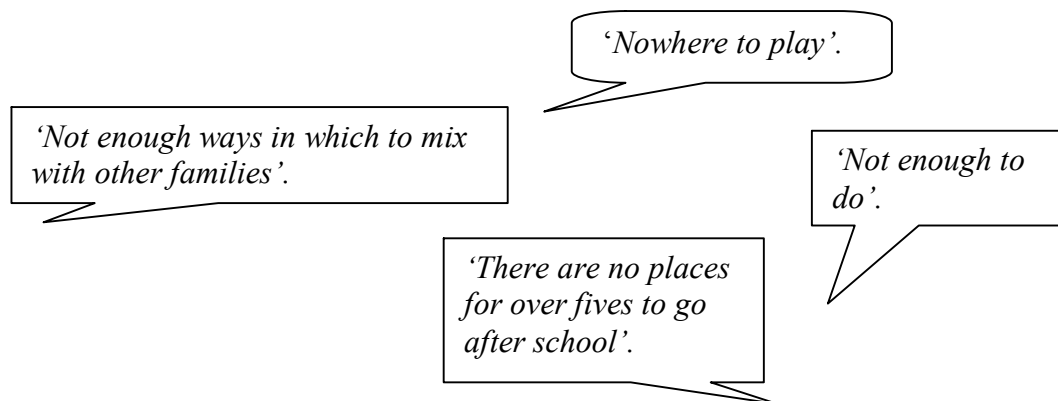
88 parents answered the question asking about the **worst** thing about living in the area for families of children under five.

Crime, joyriding, drugs, vandalism and feeling unsafe emerged quite strongly.



4 parents specifically mentioned the issue of older children in the area.

13 parents spoke of a lack of activities, places to play and opportunities to mix with other families. The lack of after school provision for older children was also highlighted.



One parent felt that there was a *'lack of information about services'.*

5 parents mentioned the **traffic**, including:

- *'Traffic very bad, cannot play out'.*
- *'...unsafe on all streets, busy roads'*
- *'...not enough traffic calming systems...'*

3 parents raised the issue of inadequate housing:

- *'Badly maintained housing'.*
- *'Housing – not enough houses with gardens for kids....'*



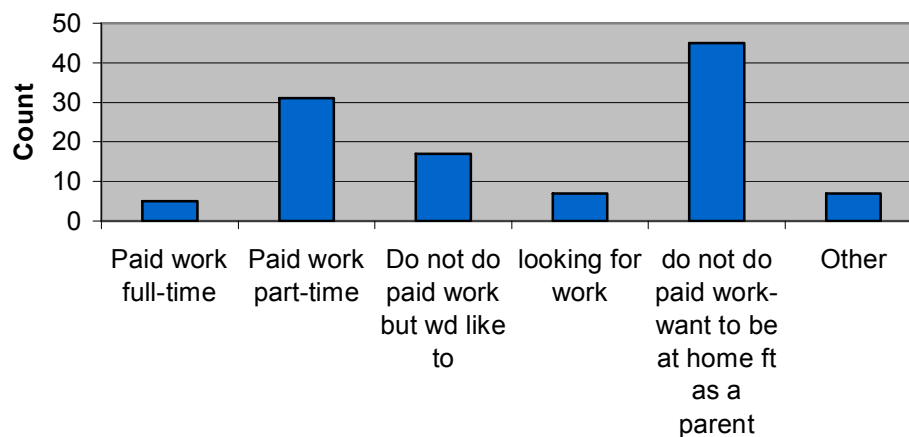
## Section 7: Work and educational opportunities

Parents were asked about their employment status and their views about work and educational opportunities in or near their area.

### *Employment*

Parents were asked whether they were in paid work.

**Fig 24: Employment status of respondents**  
(number of parents answering = 112)



Of the 112 parents answering this question, 36 (32%) were in paid employment (5 full-time and 31 part-time). 17 of the parents (15%) said they 'do not do paid work but would like to'. 7 of the parents were 'looking for work'. 45 (40%) answered that they 'do not do paid work and want to be at home full time as a parent'. 7 parents selected 'other' – responses included:

- voluntary work;
- training;
- college;
- childcare course.

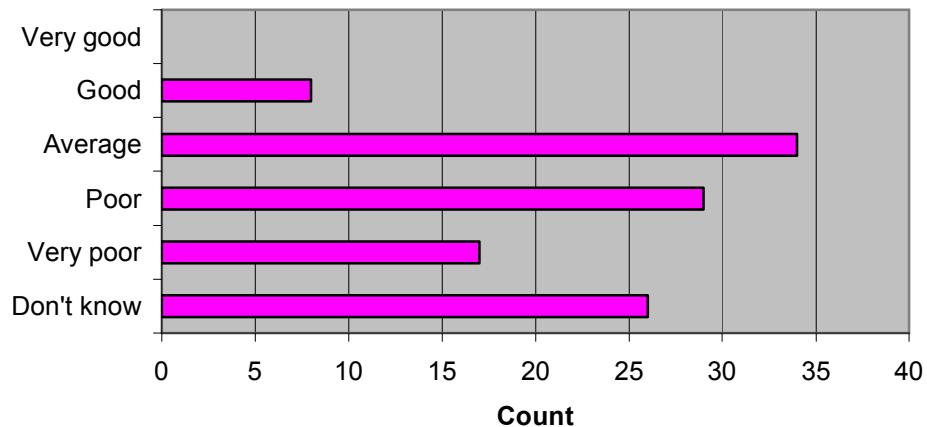
The 17 parents who did not currently do paid work but said they would like to were asked what barriers prevented them from finding employment. Most of the barriers mentioned by these parents concerned childcare, for example

- '*Youngest child not in full time school yet*'.
- '*Childcare*'

(For a full list of comments, please see Appendix C).

Parents were asked what they felt about the availability of suitable opportunities for work in their area.

**Fig 25: Thoughts about availability of suitable opportunities for work in this area**  
(number of parents answering = 114)



46 (40%) of parents answering this question felt that the availability of suitable opportunities for work in the area was either 'poor' or 'very poor'. This included 17 (15%) describing them as 'very poor'.

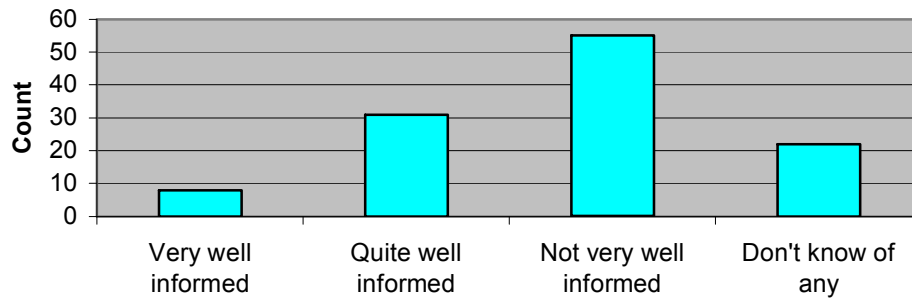
34 parents (30%) viewed the availability of suitable opportunities for work in the area as average.

Only 8 parents (7%) viewed the availability of suitable opportunities for work in the area as 'good'. Nobody perceived opportunities as 'very good'.

### ***Education and training***

Parents were asked how well informed they felt about the education and training opportunities available to them in their area.

**Fig 26: How well informed do you feel about educ/training opps in your area?**  
(number of parents answering = 116)

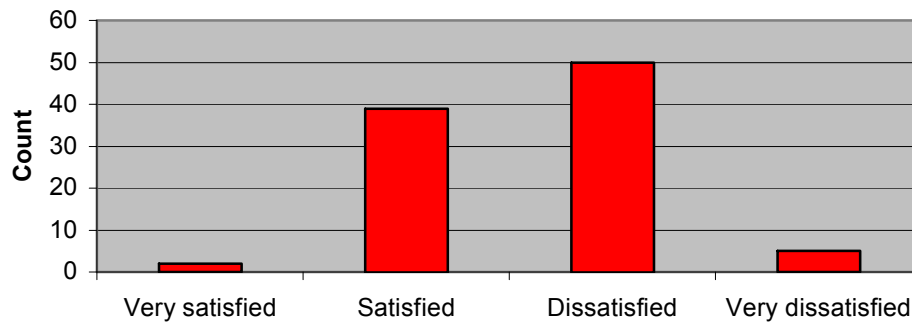


A total of 39 parents (34%) felt either 'very well informed' or 'quite well informed' about the education and training opportunities available to them in their area.

However, almost half of those answering (55) felt 'not very well informed' and almost a fifth (22) said that they 'didn't know of any'. One parent, having selected 'Not very well informed' wrote *'Everything seems to be a struggle, i.e. getting information that you want'*.

Parents were asked how satisfied they felt about the education and training opportunities available to them in their area.

**Fig 27: Satisfaction with education/training opportunities available in the area**  
(number of parents answering = 96)

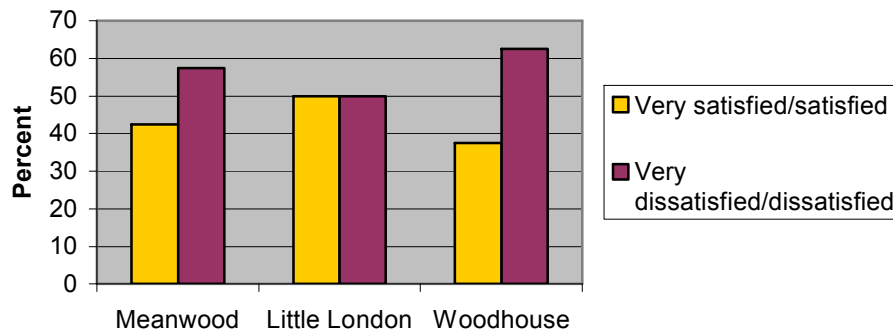


Over half the parents (55) (57%) who answered this question said they were either 'dissatisfied' or 'very dissatisfied' with education and training opportunities available to them in their area.

41 parents (43%) stated that they were either 'satisfied' or 'very satisfied'.

Fig 28 below shows a comparison of the three areas concerning levels of satisfaction with education and training opportunities available to them in their area.

**Fig 28: Comparison of satisfaction between the three areas**



*(number of parents answering: Meanwood (40), Little London (24), Woodhouse (32))*

Woodhouse parents displayed the highest levels of dissatisfaction with education and training opportunities available to them in their area. Some 63% registered dissatisfaction, although only one parent was very dissatisfied. A total of 38% were satisfied, including one parent who was very satisfied.

Little London had equal numbers of parents being satisfied and dissatisfied. However, no parent said very satisfied, compared to three parents who were very dissatisfied.

In Meanwood, 58% of parents expressed dissatisfaction (including one parent who was very dissatisfied). Some 43% registered satisfaction (including one parent who was very satisfied).

Some 26 parents had attended adult education or training courses in their area.

Table 13 shows the reasons given by parents who had not attended adult education or training courses in their area. (NB: Parents were asked to tick all options that applied to them).

**Table 13: Reasons for not attending education/training courses**

<b>Reasons for <u>not</u> attending adult education or training courses in the area</b>	<b>Number of parents</b> (total number of parents answering = 84)
Didn't know about any courses	31
Nothing available to suit my needs	20
No childcare	14
Don't have enough time	14
Don't want to	13
Don't need to	8
Cost	7
Not interested	4
Difficult to get there	3

Parents were asked whether they would like to attend education or training courses in their area. Out of 104 parents answering, 59 (57%) confirmed that they would like to attend. Comments emphasised the importance of childcare in freeing up adults to attend courses and the need to provide crèche facilities or schedule some courses in the evening. The need to publicise courses was mentioned. Specific areas of interest identified included computer courses and English and Maths.

*'I enjoy further education and would love something in this area'.*

*'Computer courses, but have no child care'.*

## Section 8: Parents' awareness and experience of Sure Start Mellow Valley

100 parents (83%) of the total sample said they had heard about Sure Start. The questionnaires were distributed through some Sure Start groups, so this figure may be an over-representation of the position in the population generally. 15 (13%) said they had not heard about Sure Start. 5 parents did not answer this question.

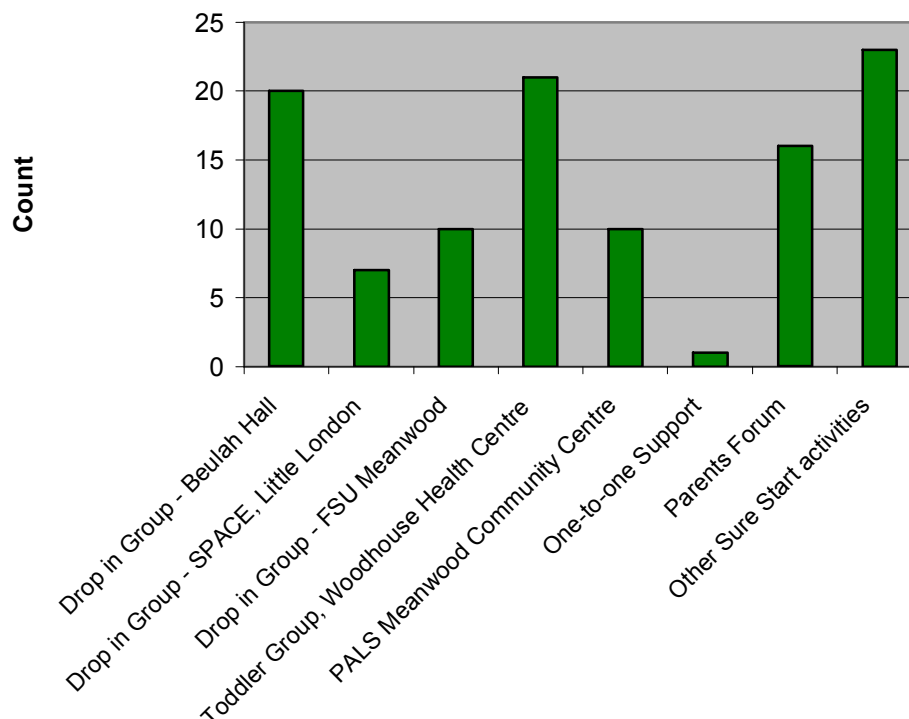
Of the parents who said they had not heard of Sure Start:

- 9 were from Meanwood
- 3 were from Little London
- 3 were from Woodhouse

Figure 29 below shows responses to the question 'Do you use any of the Sure Start activities? Please state which...'

(NB: Parents were asked to tick all options that applied to them).

**Fig 29: Use of Sure Start activities**  
(number of parents responding = 59)



Among the Sure Start activities listed, the three most popular among the parents were the Toddler Group at Woodhouse Health Centre (21 parents), the Drop in Group at Beulah Hall (20 parents) and the Parents Forum (16 parents).

23 parents said that they had attended ‘Other Sure Start activities’. These included:

- Birthday party
- Trips
- Fundays/Activity days
- Playschemes
- Board meetings

The parents were asked how satisfied they felt with the activities and support provided by Sure Start.

**Fig 30: Satisfaction with activities and support provided by Sure Start**  
(number of parents responding = 74)

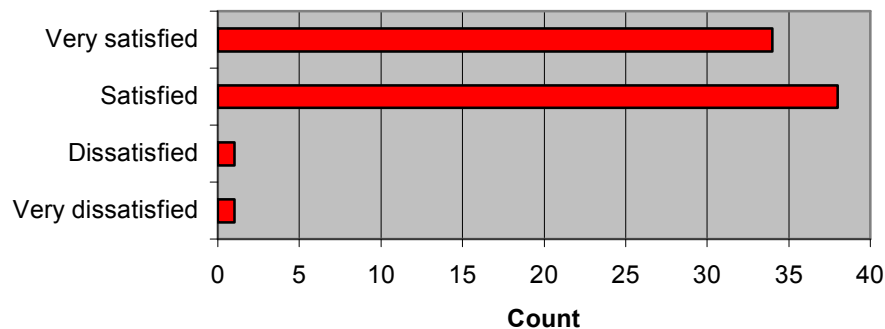


Figure 30 shows that from the 74 parents answering this question, an overwhelming 97% said that they were either ‘very satisfied’ or ‘satisfied’ with the activities and support provided by Sure Start – 46% stating ‘very satisfied’.

Additional comments written alongside this question included:

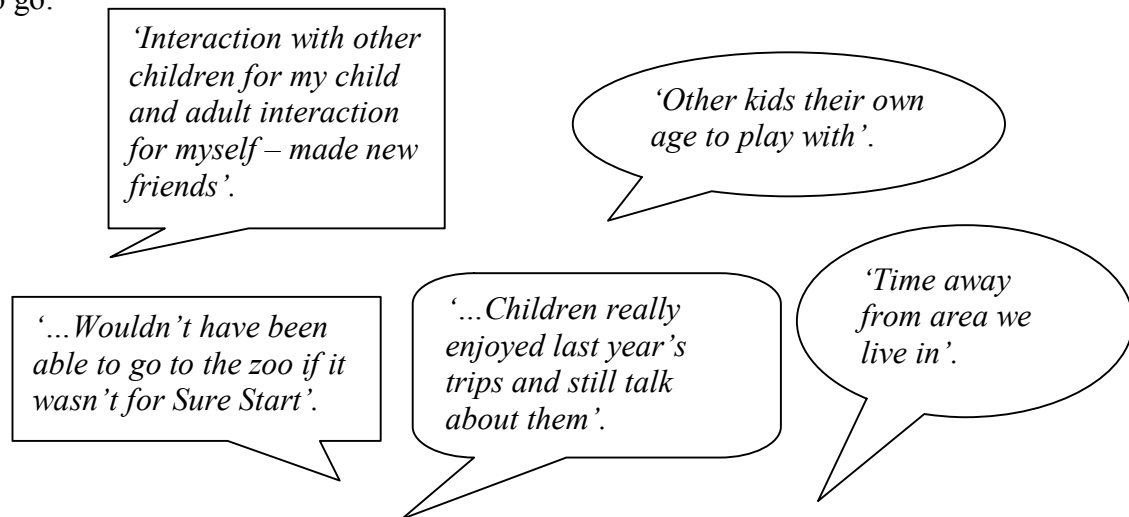
- ‘*Didn’t know about trips etc until it was too late*’. (didn’t state satisfaction/dissatisfaction).
- ‘*Don’t know about them*’ (selected ‘Very dissatisfied’).

Parents were asked whether they felt that they and/or their child had benefited in any way from Sure Start. Of the 100 parents who said they had heard about Sure Start, only 75 parents responded to this question. Of these, 57 (76%) felt that they and/or their child had benefited from Sure Start compared to 18 (24%) who felt that they had not benefited (*this latter figure includes 14 parents who had heard about Sure Start but not attended any of its groups*).

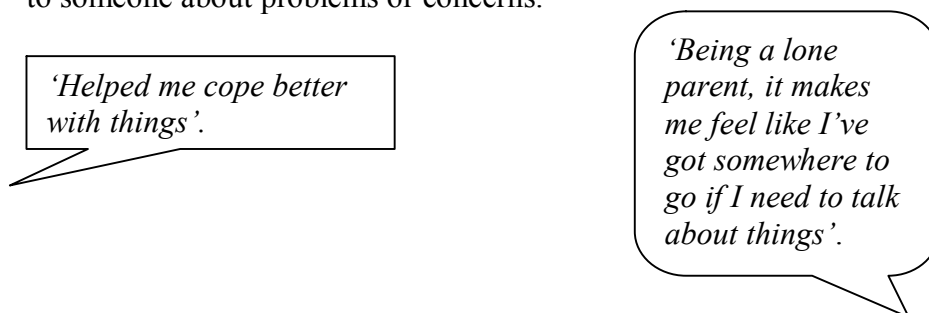


Parents were invited to comment on how they or their child had or had not benefited from Sure Start. Fifty four parents commented on how they they or their child had benefited from Sure Start. Below is a selection of their comments (for a full list of comments, please see Appendix C).

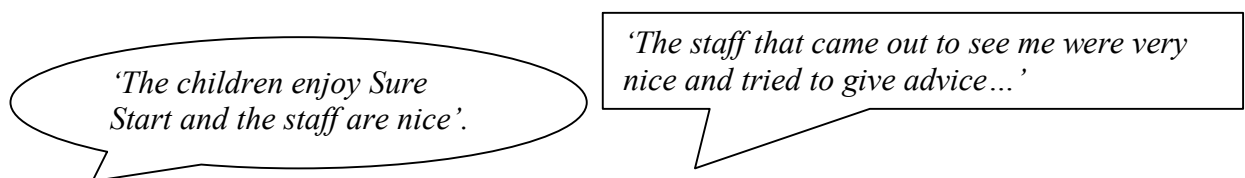
A major benefit was the opportunity for their child to meet and socialise with other children. Sure Start activities also enabled parents to meet with each other. In addition, as well as the activities being enjoyable for both parents and children, they were also regarded as helping child development and providing somewhere different to go.



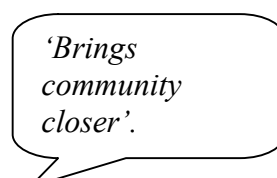
The support that Sure Start offers parents was recognised and the opportunity to talk to someone about problems or concerns.



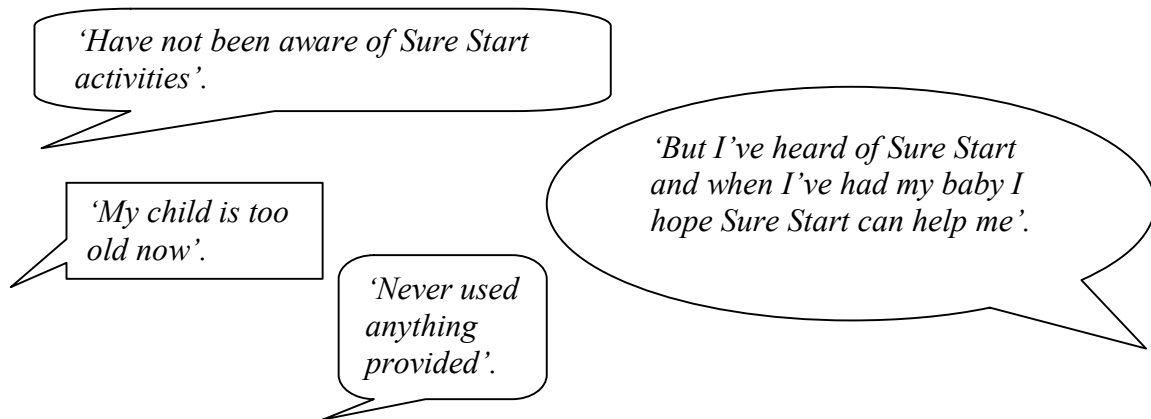
The personal qualities of Sure Start staff were also recognised:



One parent felt that Sure Start played a part in community cohesion:

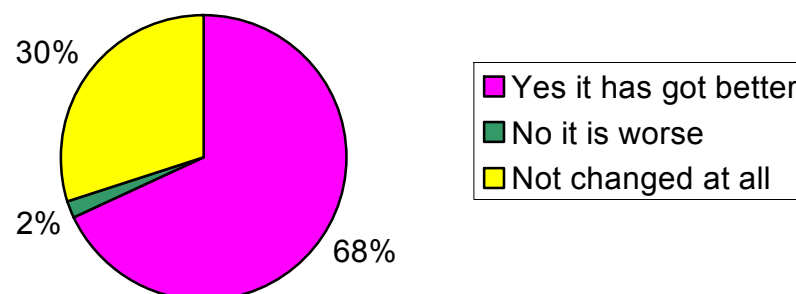


13 parents commented on how they felt they or their child had not benefited from Sure Start. Below is a selection of their comments. It is important to stress that most of the comments are from parents that haven't used Sure Start services. Nobody expressed dissatisfaction with specific Sure Start activities or services.



Parents were asked whether, thinking back over the last year, they thought there had been any change in the activities and support available for parents and children under 4 in their area.

**Fig 31: In the last year, has there been any change in the activities and support available for parents and children under 4 in the area (number of parents answering = 95)**



Of the 95 parents responding to this question, most (68%) thought that there had been an improvement in the activities and support available for parents and children under 4 in their area. 2 parents felt that things had got worse. 28 parents (29%) perceived no change at all. Five parents commented 'Don't know'.

Table 14 below shows the breakdown for the three areas:

**Table 14: Comparison of views of whether there has been any change in the activities and support available for parents and children under 4 in their area?**

<b>Changes in activities and support available for parents and children under 4</b>	<b>Meanwood</b> (number of parents answering = 41)	<b>Little London</b> (number of parents answering = 20)	<b>Woodhouse</b> (number of parents answering = 34)
Yes it has got better	23 (56%)	14 (70%)	28 (82%)
No it is worse	2 (5%)	0 (0%)	0 (0%)
Not changed at all	16 (39%)	6 (30%)	6 (18%)

Some 56% of Meanwood parents felt that there had been an improvement in the activities and support available for parents and children under 4 in their area. 2 parents felt that things had got worse and 16 parents (39%) felt that things had not changed.

Amongst Little London parents, 70% felt that there had been an improvement in the activities and support available for parents and children under 4 in their area, while 30% felt that the situation had not changed at all. Importantly, nobody replied that things had got worse.

Woodhouse parents were the most positive of the three groups regarding the extent to which their area had improved over the last year. Some 82% felt that there had been an improvement in the activities and support available for parents and children under 4 in their area. 18% of parents felt that there had been no change. Importantly, nobody replied that things had got worse.

While the majority of parents in all three areas felt that there had been an improvement in the activities and support available for parents and children under 4 years, there are important differences between the percentages of parents considering there to be an improvement - some 26% more parents in Woodhouse and 14% more parents in Little London considering that things had improved compared to Meanwood.

#### ***Additional comments and suggestions***

At the end of the questionnaire, parents were asked for additional comments and suggestions. Comments included:

*'With no transport it is not possible for me to get to any of the Sure Start activities...'*

*'...the price of child care made nursery an impossibility once my second child was born'.*

And finally, one parent commented:

*'Thanks for your obvious hard work and commitment to improve this area'.*

## **Section 9: Special needs/disabilities**

Parents were asked whether they considered any of their children to have special needs/disabilities or whether they themselves had a special need or disability.

- 10 parents (8% of all parents) had a child with a special need/disability.
- 4 parents (3% of all parents) considered themselves to have a special need/disability.

5 children with special needs/disabilities were aged between 1 and 4 years. One was eleven and one was aged seventeen. Three of the parents did not give the age of their child.

The ten parents caring for children with special needs/disabilities were asked how satisfied they felt with the services in their area to support their children.

- 2 were 'satisfied'
- 4 were 'dissatisfied'
- 1 was 'very dissatisfied'

Three of the parents did not give an answer.

## Summary and Conclusion

The Baseline User Satisfaction Survey was designed to collect parents' views on local services and facilities for families of children 0-4 years across the five areas of Sure Start activity:

- outreach and home visiting
- support for families and parents
- primary care and health
- access to good quality play, learning and childcare
- support for families with special needs

A total of 120 parents living in the Mellow Valley area took part in the survey. Most were mothers but there were a small number of fathers and grandparents who were able to give their views. Questionnaires were completed in all three localities, although there were significantly lower numbers from the Little London area. Overall there was an acceptable response rate and this was due to the hard work of the community researchers and some of the Sure Start staff. The responses reflected some of the diversity within in the Sure Start population in terms of ethnicity, language spoken at home, age and number of children, and length of time lived in the area. The findings suggest that the parents surveyed were broadly representative of all parents of children 0-4 years in the Sure Start Mellow Valley area, although there may be some groups of parents who are under represented because of their circumstances, for example, asylum seekers or parents with children with special needs.

One hundred and twenty parents gives a large enough sample to offer a clear indication of what parents feel it is like to be a resident of Meanwood, Little London and Woodhouse for families of children under 4 years old. The survey findings provide valuable and comprehensive information on awareness, access and satisfaction with local services and facilities as well as some issues about the environment in which parents and children live and play. Involving some of the parents in the final design of the questionnaire made sure that aspects that parents thought were important were included.

The findings provide some really positive feedback on local services and facilities. Most parents know of places they can turn to for support, or where they could go to meet other parents. There were fairly high levels of satisfaction with child care (where used) and with local health services. Local Sure Start activities were given a real endorsement – 72 of the 74 parents who answered a question on Sure Start were satisfied or very satisfied with the activities and support provided.

At the same time, the findings reveal some less than positive aspects about local services and facilities for families. Parents expressed dissatisfaction with the availability of places to take their children to play and particularly with out door play areas. Woodhouse was the only locality where the majority of parents were happy with the area as a place to bring up children but in Meanwood and Little London, most parents were dissatisfied. Employment and education was another area where parents felt that there was room for improvement. Most parents did not feel well informed about education and training opportunities and there were some barriers to getting child care. Hopefully findings can be used to inform future work by Sure Start Mellow Valley. A summary of some of the principal findings are given below.

One of the purposes of the survey was to provide a baseline of parents' views on local services and facilities, so that the impact of Sure Start programme can be measured over time. Like many Sure Starts, the BUSS has been carried out after some of the programme activities have already commenced. There are some advantages to this as contact with the parents has been built up and therefore the survey can be more meaningful and higher response rates can be achieved. However the findings on awareness, use, and satisfaction have to be interpreted in the light of the fact that many parents will already be benefiting from the input of Sure Start into the three areas. The majority, but not all, of the parents taking part in this survey were aware of Sure Start and around half were attending activities. One indication of the early impact of Sure Start comes from finding that 68% of parents thought that there had been an improvement in activities and support available for parents and children under 4 in their area. Levels of awareness and satisfaction are likely to be lower with parents who are not using services nor attending groups. While Mellow Valley Sure Start will be seeking to improve facilities and address the gaps in services, the staff will also be trying to reach out and include more parents. Their success in engaging parents and raising awareness of what is on offer will be an important indicator of the effectiveness of the programme.

## **Summary of principal findings**

### **Places to play**

Having easy access to suitable places to play is fundamental to the development and happiness of a child.

- Most parents believe their area lacks places/groups where they can take their child to play or meet other children.
- While 62% stated that they were 'satisfied' (or 'very satisfied') with the type of places available, when asked specifically about outdoor play areas, two thirds of parents were 'dissatisfied'/'very dissatisfied'.
- Around half of parents take their children to local play areas/playgrounds on a regular basis (more than once a week, once a week, a few times a month).
- Many parents felt discouraged from taking their child to the local play areas/playgrounds due to concerns about crime, evidence of drug use, vandalism and the play area being dominated by older children.

### **Childcare**

About half of the parents (57) (48%) use childcare on a regular basis.

- 37 parents (65%) stated that a principal reason for using childcare was 'To help my child develop' or 'To give my child the opportunity to play with other children' (or both).
- For 33 parents (58%), a main reason for using childcare was 'To allow me to work' or 'To allow me to attend adult education or training courses' (or both).
- Many of the parents not using regular childcare gave reasons such as childcare being too expensive, that there were no places or did not have the information, suggesting that they may consider using childcare if it were more accessible and met their needs.
- 35 parents (61%) did not use childcare as they prefer to look after their child themselves and 14 parents said that family members looked after their child.

## Health Services

Easy access to good quality health services is often of utmost importance to families with children under five years.

- Family doctors/GPs and health visitors/nursery nurses are the people to whom parents would most likely turn for advice about their child's health.
- The significant role of family members and friends/neighbours was highlighted, with many parents stating that they would turn to these sources for advice about their child's health. Some 92 parents (78%) said that they would turn to either family members or friends/neighbours (or both).
- The majority of parents (74%) find it easy to get help from their doctor or medical centre when their child is ill. However, a quarter of parents find it difficult to get help. Nobody stated that they 'can't get help at all'.
- Two thirds of parents felt that they had the right amount of contact with their health visitor/health visiting team. However, 23% felt that they had insufficient contact.
- The vast majority of parents (86%) were either 'satisfied' or 'very satisfied' with the support which their health visiting team had given them.
- 92 parents (88%) were either 'very satisfied' or 'satisfied' with local health services provided in their area (almost a quarter said they were 'very satisfied').

## Support for parents

- A majority of parents (61%) viewed opportunities in their area for meeting other parents of young children as either 'good' or 'quite good'.
- 76 parents had attended at least one group within the last six months.
- 26 parents had attended two or more groups within the last six months. Within the last six months, the three best attended groups were the baby clinic, the drop in group and the parent and toddler group (Woodhouse Health Centre).
- The health visiting team and family doctors/GPs are the people to whom parents would most likely turn for help and advice if they had worries about their child's behaviour or development – 106 parents (90%) said that they would turn to either their health visiting team or their family doctor or both.
- Informal sources of support and advice are also used. Around half of parents had turned to family members and a third to friends or neighbours when they needed support for problems affecting the family.

## Living in Meanwood/Little London/Woodhouse

- Across the whole Mellow Valley area, just over half (52%) of parents expressed dissatisfaction with their area as a place to bring up young children.
- Woodhouse was the only area in which the majority of parents were satisfied with their area as a place to bring up young children. While parents from Little London showed the greatest levels of dissatisfaction, with 68% being dissatisfied or very dissatisfied.
- The **best** things about living in the area included: playgroups and activities for younger children, good community spirit, access to good health care and other amenities such as schools and shops.
- The **worst** things included crime, vandalism and feeling unsafe. Other issues mentioned were lack of activities, places to play and opportunities to mix with other families, traffic and inadequate housing.

### **Work and educational opportunities**

- 32% of parents were in paid employment (5 full-time and 31 part-time) while 15% said they 'do not do paid work but would like to'.
- Only 8 parents viewed availability of suitable opportunities for work in the area as good.
- Almost half the parents did not feel very well informed about education/training opportunities in the area and nearly a fifth didn't know of any.
- 57% of parents were dissatisfied education and training opportunities available to them in their area, with Woodhouse parents expressing the highest levels of dissatisfaction.
- 59 parents indicated that they would like to attend education or training courses in their area. Reasons for not attending included not knowing about courses, nothing available to suit needs, no childcare and lack of time.

### **Parents' awareness and experience of Sure Start Mellow Valley**

- 100 parents (83%) of the total sample said they had heard about Sure Start.
- Fifty nine parents used Sure Start activities. The most popular among the parents were the Toddler Group at Woodhouse Health Centre (21 parents), the Drop in Group at Beulah Hall (20 parents) and the Parents Forum (16 parents).
- Of 74 parents who responded to a question on Sure Start, an overwhelming 97% said that they were either 'very satisfied' or 'satisfied' with the activities and support provided.
- A major benefit of Sure Start was the opportunity to meet and socialise with other parents and children.
- Most parents (68%) thought that there had been an improvement in the activities and support available for parents and children under 4 in their area. Only two parents felt that things had got worse.

### **Comparison with Sure Start initial survey conducted in Autumn 2002**

In the Autumn of 2002, Sure Start conducted an initial survey exercise which was completed by 86 parents – 30 (35%) from Little London, 29 (34%) from Meanwood, 23 (27%) from Woodhouse and 4 (4%) from parents living outside the Sure Start area but accessing services within it. As with the BUSS sample, the parents came from a wide range of (self-described) ethnic backgrounds. Parents were asked '*Overall, how do you currently feel about the services that are available for you and your child under four?*'

The response overall was

- 2% very satisfied
- 26% satisfied
- 48% not satisfied
- 22% did not answer question

Comparing this finding with the results from the current Baseline User Satisfaction Survey, there appears to have been an increase in general levels of satisfaction among parents.



# Appendices

**Appendix A: Sure Start Mellow Valley Staff September 2004**

<b>POSITION</b>	<b>NAME</b>
Programme Manager	Paul Gathercole
Co-ordinator Strengthening Families and Communities (Job Share)	Vacancy
Co-ordinator Strengthening Families and Communities (Job Share)	Wendy Showell-Nicholas
Co-ordinator for Improving Children's Ability to Learn	Mary Weston
Co-ordinator for Improving Health	Christina Fairhead
Parent Involvement Worker (p/t)	Rachel Pickering
Parent Involvement Worker (p/t)	Louise Willis
Parent Involvement Worker (p/t)	Christine Morrison
Outreach and Family Support Worker	Sarah Haworth (employed by Leeds City Council Early Years Service)
Family Support Worker (p/t)	Janet Daley
Family Support Worker (p/t)	Debbie Ripley
Parent Training Co-ordinator (p/t)	Anne Lee
Volunteer Co-ordinator (p/t)	Suzie Vickers
Early Years Development Worker	Sara Slater
Early Years Development Worker	Liz Shillito
Information Worker (p/t)	Judi Rawson
Administration Manager	Katie Dunham
Finance Officer	Lorraine McGowan
Office Assistant (p/t)	Clare Stogden
Sessional Worker (Play and Childcare)	Judith Shalkowski
Other Sessional Workers	Around 10 workers recruited by Sure Start June 2004

## Appendix B:

### **Sure Start Mellow Valley** **Baseline User Satisfaction Survey Questionnaire**

**Please answer the questions by ticking the box or boxes as asked. If you want to give more detail about any of your answers or make suggestions please do so on the last sheet.**

**All answers will be kept confidential**

1. Number of children .....
2. Ages of children .....
3. Number of pre-school children (0-4 years) .....
4. Are you a:
  - ☐ Mother
  - ☐ Father
  - ☐ Grandmother
  - ☐ Grandfather
  - ☐ Carer
5. How long have you lived in this area (Woodhouse)? .....

**The following questions are about what it is like being a parent (or carer) of children under 4 years living in Woodhouse**

#### **Places to play**

6. How many places/groups are there in this area where you can take your child to play or meet other children? (Please tick ONE only)
  - ☐ There are a lot of places
  - ☐ There are some places
  - ☐ There are only a few places
  - ☐ There is nowhere
7. How satisfied are you with the type of places for you to take your child/ren to play or meet other children locally?  
(Please tick ONE only)
  - ☐ Very satisfied
  - ☐ Satisfied
  - ☐ Dissatisfied
  - ☐ Very dissatisfied

Have you any suggestions for improving places where children can play?

.....  
.....

8. If you met a new parent who had just moved to this area could you recommend a good place for them to take their child to play?

☐ Yes      If yes, where would you suggest? .....

.....  
☐ No

9. How do you feel about the availability of **outdoor** play areas/playgrounds in Woodhouse suitable for young children?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

10. How often do you take your child/children to **outdoor** local play areas or playgrounds?

(Please tick ONE only)

- ☐ More than once a week
- ☐ Once a week
- ☐ A few times a month
- ☐ Once a month
- ☐ Occasionally
- ☐ Never

11. Do any of the following discourage you from taking your child to any of the local **outdoor** play areas or playgrounds?

(Please tick all the ones that apply to you)

- ☐ Too far to travel or difficult to get to
- ☐ Don't want to go out
- ☐ Concerned about crime
- ☐ Play area or playground is dirty
- ☐ Play equipment is not suitable for my child's age
- ☐ Play equipment is not safe
- ☐ Too many older children around
- ☐ Vandalism
- ☐ Playground is unsafe – please say why.....
- ☐ Other reasons -please state

Have you any suggestions or comments about outdoor play areas in

Woodhouse?.....

.....

## Child care

12. Does your child or children go to any of the following on a regular basis (one or more times a week)?

(Please tick all the ones that apply to you)

- ☐ Child care -Childminder
- ☐ Child care- Day care      please put which.....
- ☐ School nursery      please put which.....
- ☐ Crèche sessions please put which.....
- ☐ Any other forms of child care? please put which.....

If you answered **YES** to any of part of question 12 please answer the next 2 questions (13 and 14). If not please go to question 15.

13. What are your **main** reasons for using childcare?

(Please tick all the ones that apply to you)

- ☐ To allow me to work
- ☐ To allow me to attend adult education or training courses
- ☐ To give me some free time
- ☐ To help my child develop
- ☐ To give my child the opportunity to play with other children

14. How satisfied are you with the child care that you use?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

**Now go to Question 16**

15. If you do not use any childcare for your child - could you please give the **main** reason/s why you are not using it?

(Please tick all the ones that apply to you)

- ☐ Too far to travel/difficult to get there
- ☐ Too expensive/cannot afford it
- ☐ No places
- ☐ Didn't know about it/no information
- ☐ Not convenient times
- ☐ Not happy with the quality of care
- ☐ My child is not at the right age
- ☐ I prefer to look after my child myself
- ☐ Other members of my family look after my child
- ☐ Other—please comment.....

.....

16. Have you ever tried and not been able to get regular childcare for your child.  
☐ Yes      If YES what type were you trying to get?.....  
☐ No      If No Why?.....

### Health Services

17. If you needed advice about your child's health, who would you turn to?  
(Please tick yes for all the ones that apply to you)

Health visitor/nursery nurse	<input type="checkbox"/> yes	<input type="checkbox"/> no
Family doctor/GP	<input type="checkbox"/> yes	<input type="checkbox"/> no
Social worker	<input type="checkbox"/> yes	<input type="checkbox"/> no
Midwife	<input type="checkbox"/> yes	<input type="checkbox"/> no
Hospital	<input type="checkbox"/> yes	<input type="checkbox"/> no
Chemist	<input type="checkbox"/> yes	<input type="checkbox"/> no
Library	<input type="checkbox"/> yes	<input type="checkbox"/> no
Internet	<input type="checkbox"/> yes	<input type="checkbox"/> no
Friends and neighbours	<input type="checkbox"/> yes	<input type="checkbox"/> no
Family	<input type="checkbox"/> yes	<input type="checkbox"/> no
NHS Direct	<input type="checkbox"/> yes	<input type="checkbox"/> no
Other	<input type="checkbox"/> yes - please say which.....	

18. How easy is it to get help from your doctor or health centre when your child is ill?  
☐ Very easy  
☐ Fairly easy  
☐ Fairly difficult  
☐ Very difficult  
☐ Can't get help at all

19. Which Doctors/health centre do you attend? .....

20. In last **six months** have you attended any of the following?

(Please tick all the ones that apply to you)

☐ Family doctor/GP  
☐ Baby clinic  
☐ Practice nurse  
☐ Dentist  
☐ Family planning clinic  
☐ Speech and language therapy  
☐ Antenatal clinic  
☐ Hospital

21. Overall, how satisfied are you with local health services provided in Woodhouse?

☐ Very satisfied  
☐ Satisfied  
☐ Dissatisfied  
☐ Very dissatisfied

22. Have you any suggestions for improving any of these services?.....

.....

23. Do you know the name of your Health Visitor?

☐ Yes

☐ No

24. What do you think about the amount of contact you have with your Health Visitor/health visiting team?

☐ Too much

☐ About right

☐ Too little

☐ Don't have any contact

25. How satisfied are you with the support that you have received from the health visiting team?

☐ Very satisfied

☐ Satisfied

☐ Dissatisfied

☐ Very dissatisfied

26. Do you know how to contact your Health Visitor if you need advice?

☐ Yes

☐ No

27. Were you contacted by the health visiting team when you were pregnant?

Yes ☐

No ☐

Don't know ☐

28. Have you any suggestions or comments about the antenatal care provided for pregnant women in this area?

.....

### **Support for parents**

29. Do you know of anywhere in Woodhouse where you can meet with other parents?

☐ Yes – please state where.....

☐ No

30. In the last six months, have you ever been to any of the following groups?

☐ Bumps'n'Babes (Mondays)

☐ Woodhouse Parent's Support Group (Mondays)

☐ Drop in Group

☐ Health baby clinic

☐ Parent and Toddler Group (Woodhouse Health Centre)

☐ Toy library

☐ other groups for parents and children      please say which.....

*\* (For Meanwood Q30, please see end of questionnaire)*

31. What do you think about the opportunities in Woodhouse for meeting other parents of young children?

- ☐ Good
- ☐ Quite good
- ☐ Quite poor
- ☐ Poor

32. If you had worries about your child's behaviour or development, who would **you** turn to for help or advice?

(Please tick all the ones that apply to you)

- |                       |                              |                             |
|-----------------------|------------------------------|-----------------------------|
| Health visiting team  | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| GP/family doctor      | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Social worker         | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Friends or neighbours | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Family members        | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Nursery or playgroup  | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Teacher/school        | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Child minder          | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Sure Start            | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Other                 | <input type="checkbox"/> yes | please say who.....         |

33. If you needed some support or advice for yourself or your partner, who would **you** turn to?

(Please tick all the ones that apply to you)

- |                       |                              |                             |
|-----------------------|------------------------------|-----------------------------|
| Health visiting team  | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| GP/family doctor      | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Social worker         | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Friends or neighbours | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Family members        | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Nursery or playgroup  | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Teacher/school        | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Child minder          | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Sure Start            | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Other                 | <input type="checkbox"/> yes | please say who.....         |

34. Have you actually **used** any of the below for help or advice about family problems?

If YES – please tick which you have used.

- ☐ Health visiting team
- ☐ GP/family doctor
- ☐ Social worker
- ☐ Friends or neighbours
- ☐ Family members
- ☐ Nursery/ playgroup
- ☐ Teacher/school
- ☐ Child minder
- ☐ Sure Start
- ☐ Other      please state.....



### Living in Woodhouse

35. Overall how satisfied are you with Woodhouse as a place to bring up young children?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

36. What would you say is the **best** thing about this area for families of children under 5?

37. What would you say is the **worst** thing about this area for families of children under 5?

### Work and educational opportunities

38. Which of the following best describes you:

- ☐ I do paid work full-time
- ☐ I do paid work part-time
- ☐ I do not do any paid work but would like to.....what are the barriers for you .....
- ☐ I am looking for work
- ☐ I do not do any paid work and want to be at home full time as a parent
- ☐ Other – please state.....

39. How do you feel about the availability of suitable opportunities for work in this area?

- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

40. How well informed do you feel about the education and training opportunities available to you in this area?

- ☐ Very well informed
- ☐ Quite well informed
- ☐ Not very well informed
- ☐ Don't know of any

41. How do you feel about the education and training opportunities available to you in this area?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

42. Have you attended any adult education or training courses in this area?

- ☐ Yes. please go to question 44
- ☐ No please answer the next question

43. If not why not?

(Please tick all the ones that apply to you)

- ☐ don't want to
- ☐ don't need to
- ☐ nothing available to suit my needs
- ☐ not interested
- ☐ no childcare
- ☐ cost
- ☐ difficult to get there
- ☐ don't have enough time
- ☐ didn't know about any courses

44. Would you like to attend education or training courses in this area?

- ☐ Yes. Please comment.....
- ☐ No

### **Sure Start Mellow Valley**

45. Have you heard about Sure Start?

- ☐ Yes
- ☐ No Please go to question 49

46. Do you use any of the Sure Start activities. Please state which.....

- ☐ Drop in Group- Beulah Hall
- ☐ Drop in Group – Little London
- ☐ Drop in Group- FSU, Meanwood
- ☐ Toddler Group, Woodhouse Health Centre
- ☐ PALS, Meanwood Community Centre
- ☐ One-to-one Support
- ☐ Parents Forum
- ☐ Other Sure Start activities please say which.....

47. How satisfied are you with the activities and support provided by Sure Start?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

48. Do you feel you and/or your child have benefited in any way from Sure Start?

- ☐ Yes - please say how.....
- ☐ No - please comment.....

### Now just a few questions about yourself

49. What age group are you in?

- ☐ 20 or under
- ☐ 21-25
- ☐ 26-30
- ☐ 31- 35
- ☐ 36-40
- ☐ Over 40

#### ***Why are we asking these questions?***

*We are asking these questions to check that services treat all groups equally.*

50. How would you describe your ethnic group?.....  
(for example, White British, Asian British, Asian, Black British)

51. What language do you **mostly** use at home to talk to your child?

English ☐

Other (please state).....

Half English/Half Other (please state).....

52. What are the first 4 letters of your postcode.....

### Special needs/disabilities

**Some children and parents have special needs/disabilities and it is important that they get all the services that they are entitled to.**

53. Do you consider that any of your children have special needs/disabilities?

☐ Yes.....

☐ No .....please go to question 56

54. If yes how old are they?

55. How satisfied are you with the services in this area to support children under 4 with special needs/disabilities?

☐ Very satisfied

☐ Satisfied

☐ Dissatisfied

☐ Very dissatisfied

56. As a parent or carer do you have any special needs/disabilities?

☐ Yes

☐ No

We would be interested to hear the views of parents with a child or children with special needs/disabilities or who have special needs/disabilities themselves. If you have comments or ideas about improving the services in this area and would like to talk in confidence to one of the evaluation team please put your contact details on the attached sheet.

**Finally.....**

57. Thinking back over the last year, do you think there have been any change in the activities and support available for parents and children under 4 in Woodhouse?

- ☐ Yes it has got better
- ☐ No it is worse
- ☐ Not changed at all

<b>Additional comments and suggestions</b>
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If you would like to provide additional comments about any of your answers or make any suggestions please do so on this sheet.

**Thank you for taking the time to complete this questionnaire.**

*\* Woodhouse and Little London parents were both asked Q30 as above.  
Q30 differed for Meanwood parents as below:*

30. In the last six months, have you ever been to any of the following groups?

- ☐ Early Years Centre (Early birds and Parents United)
- ☐ Drop in Group
- ☐ Baby clinic (health)
- ☐ Toy library
- ☐ other groups for parents and children      please say which.....

## **Appendix C: Full list of parent responses to the open questions**

### **Q7 Have you any suggestions for improving places where children can play?**

#### Meanwood Parents

- More parks x 2
- Build a park near with swings and slides.
- Build a crèche centre for children to play and go on day trips and holidays.
- Have some on an afternoon.
- Want cleaning up.
- Only keep it to a certain age limit, not for teenagers on little play areas.
- Park View Park, Meanwood Park needs to be safer for children e.g. glass, crowds of young people.
- Parks – Glass clearing and no drug dealers.
- Build more.
- Improved security on indoor/all weather play area.
- Clean up playgrounds and make them safe.
- Need somewhere on Miles Hill
- More playgroups and out of school activities.
- More places are needed and better advertising of what is available.
- There are no safe areas and not enough mums and tots.
- Would like to see more places for children to play and enjoy themselves.
- Would like to see more play areas in Potternewton.
- Yes, the park on the Farmhill estate need attention.
- Clean up parks and better advertising.
- There are not any parks/play areas for children
- More information about different groups/drop ins for parents who work.

#### Little London parents

- Make more
- Have wardens
- There could be more variety than there is now.
- Advertise more so more children will attend playgroups.
- Make sure that teenagers stay off the play ground or park.
- Get rid of drug dealers
- More playing areas around neighbourhoods. Too many needles and rubbish in grass areas.
- Fenced off play parks.
- Wardens on parks maybe.
- More safe for children

#### Woodhouse Parents

- Sports ground – joint activities.
- The local play areas have been re-done and are really good for the kids but when the local drug dealers and users are coming in them it's not safe.
- The park is always getting vandalised and there are always broken bottles – they could be cleaned up some more.
- There needs to be more.
- Make them more secure.
- More safe places

- Provide more places which are suitable.
- Swimming is not easily accessed by foot. A soft play area would be nice.
- Better outdoor facilities
- Banning dogs / creating a dog exercise area.
- Clean up the parks
- Somewhere safe and a clean environment
- More Grassed areas
- To have playgroup on every day during holidays
- Keep them clean and tidy

**Q8 If you met a new parent who had just moved to this area could you recommend a good place for them to take their child to play?**

**If yes, where would you suggest?**

#### Meanwood Parents

- FSU and PALS x3
- PALS x2
- Woodhouse Group.
- FSU x3
- Sure Start drop-ins
- Meanwood Park x4
- Playgroups that I know about
- Meanwood Community Centre x7
- Family Centre Beckhill Avenue
- Harehills Lane Baptist Church and Archway for play and ? and music activities.
- Only know of mums and tots at community centre.
- EYC – parent and toddler group

#### Little London Parents

- Drop-in Beulah Mount
- Beulah Hall
- Mums and Tots
- Little London Park
- Park
- Playgroup, Sure Start
- Woodhouse playgroup x2
- SPACE centre
- Place Park and Sure Start Mellow Valley Mums and Tots group.

#### Woodhouse Parents

- Sure Start x7
- Beulah Hall x4
- Wrangthorn playgroup
- Park x4
- Hyde Park x3
- Woodhouse Moore Park
- Quarry Mount nursery
- Quarry Mount Children's Centre
- Bumps 'n' Babes on Monday morning.

- Beulah Hall, medical centre crèche.
- Wrangthorn play group
- Mums and tots x8
- Meanwood valley farm x2
- Meanwood park.

**Q11 Do any of the following discourage you from taking your child to any of the local outdoor play areas or playgrounds?**

**Playground is unsafe / other reasons – please say why.....**

Meanwood Parents

- Needles
- Glass everywhere.
- Glass/older youths
- Because the equipment is not suitable for my grandchild.
- Glass, needles, condoms.
- Gangs of older teenagers are around and it is intimidating.
- Glass near slide – it's rusty.
- Dogs with no leads or muzzles on.
- Drug dealing
- Too many drug users around.

Little London Parents

- Needles
- People have been robbed there.
- Sometimes grown up kids bring bikes and dogs in.
- Drug addicts leaving needles.

Woodhouse Parents

- Drug users around
- Other children on motorbikes and quads.
- The flooring is pulled up at Hyde Park.
- People leave gate open.
- Slide with concrete mound is unsafe at park near Woodhouse Street
- Used needles and drug using equipment around.
- Glass and needles x2
- Litter, needles, glass
- Drugs
- Heroin addicts.

**Q11a Have you any suggestions or comments about outdoor play areas in Meanwood/Little London/Woodhouse?**

Meanwood Parents

- Meanwood park is nice, but playground floor is 'chipped' and covered with glass/stones.
- Dogs are everywhere, very dangerous breeds with kids holding on to them and not really being able to control them.
- Need more parks.

- Warden patrolled, locked up on night.
- Hilltop park is not a “safe” area sometimes for me to take kids to play. Scot Hall playing field is not as isolated.
- There should be a lot more.
- For the number of children in the area, there doesn’t seem to be enough facilities.
- Need new ones.
- It should be made better, and better equipment for smaller children.
- There is nowhere for under fives to go and play.
- There is none.
- Need somewhere on Beckhill
- Some playgrounds or play areas that are nearer to Beckhill.
- They need to be more pre-school friendly and inaccessible to older children who vandalise.
- Need cleaning regularly. Need some in less lonely locations.
- We need lots within estates, with some upkeep and wardens. Drug dealers use our trashed parks we have at present.
- I haven’t used many outdoor areas as my child is so young – but I have noticed that the older youths in the area vandalise property.
- Would like to see more play areas where children can play and enjoy themselves and make friends.
- Needs to be improved. Need a new one in Sugarwell area as there are none locally.
- Didn’t know of any playgrounds in the area – need to be signposted.
- You should spend more money on the park on Farmhill estate – it is a disgrace.
- The playing fields at Scott Hall could easily accommodate a play area.
- Play areas should be checked and cleaned more regularly for glass, needles etc.

#### Little London Parents

- They are better than Woodhouse
- Trying to keep older kids off because they wreck the parks.
- Need somebody to check play area often to avoid vandalism.
- Could be patrolled.
- Should be knocked down.
- To be checked often as some of the climbing ropes have snapped.
- Make sure there is someone occasionally to ensure that the equipment is used properly.
- There is only one. It was nice when it opened – now it has been wrecked.
- There should be a play area in all estates.
- Fenced off areas, regular supervision
- They have all been done up.
- Football teams etc
- Some play areas have a lot of glasses on the floor that big kids have done

#### Woodhouse Parents

- Park warden to supervise everyone on/around park. Ensure parents accompany child.



- If there was more police presence there would be less crime for the children to see.
- Clean it up.
- The playground needs to be kept clean and free from glass and graffiti
- I feel very uncomfortable due to the drugs, dogs and aggressive older children.
- The park in Woodhouse Moore - could be glass free (probably difficult).  
Hartley Green/Woodhouse Moore – could do with just a little more for small children.
- Fix the flooring (Hyde Park)
- Spring gates and more close watching.
- Lots of litter. The Hyde Park play area is better.
- Regular checks whether by police and/or wardens
- Police should regularly drive around to deter the drug users.
- Stop dogs roaming loose in parks.
- They need cleaning up, possibly supervised and locked up to reduce vandalism and drug use.
- Could be monitored by professionals in working hours to keep it within an age range.
- Need to be watched more often.
- Could be patrolled and have age restrictions.
- Floors need to be replaced.
- They should install CCTV in play areas for the safety of children.

**Q12. Does your child or children go to any of the following on a regular basis (one or more times a week)?**

**Child care – day care? please put which...**

Parents combined

- Park Lane College Nursery during term time.
- Scott Hall Early Years x 4
- Kindercare
- Precious ones, Chapeltown Road
- Lovell Park Early Years x 3
- Blenheim Lodge nursery.
- Kindercare – Headingley
- Quarry Mount
- Tadpoles
- Primley Park Private day nursery

**School nursery? please put which...**

Parents combined

- Chapel Allerton
- Miles Hill Primary x 11
- Scotthall EYC x 2
- Thomas Danby nursery Little London School
- Quarry Mount x 8

**Crèche sessions? please put which...**

Parents combined

- Sure Start x3
- Wrap Around
- Scotthall leisure centre crèche
- Kindercare - Headingley

**Any other forms of child care? please put which...**

Parents combined

- Family x 5
- Wrap around
- Nursery
- After school club.
- Friends
- EYC

**Q15 If you do not use any childcare for your child - could you please give the main reason/s why you are not using it? Other – please comment**

Parents combined

- My work hours fit well with my partner's.
- I do prefer to care for and teach my own children but would consider a nursery or child care centre if it was safe and affordable.
- Not working yet

**Q16 Have you ever tried and not been able to get regular childcare for your child.**

**If YES what type were you trying to get?.....**

Parents combined

- Council nursery waiting list very long
- Full time
- Nursery x 3
- Day care x 2
- Help with children when younger. Had to pay – couldn't afford it.
- Childminder was not available straight away. Scotthall creche often full.
- Childminder x 5
- Crèche
- EYC

**Q22 Have you any suggestions for improving any of these services (local health services provided in Meanwood/Little London/Woodhouse)?**

Meanwood Parents

- Meanwood Health Centre is excellent
- Receptionist not getting mad when you ring for an emergency appointment for your child.
- More doctors appointments x 4
- They should have more appointments available for children at the health centre.
- More helpful.
- Be seen when your appointment is – not an hour later.

- Sometimes there seems to be a lack of communication from the health visitors, i.e. no information when pre-school injections are etc as there is in other areas.
- More appointments should be put aside during the day for baby/children and the elderly in case of emergencies.
- At Meanwood clinic a new appointment system has been taken on and it's 'pants'.
- Open morning surgery should be resumed.
- Make it easier to see or speak to a doctor.
- (attends Meanwood Health Centre) The recent changes have made things easier for me. Health visitors do not have much time for you.
- The appointment system at Meanwood health centre
- (attends Meanwood health centre) Better procedure to book late appointments, or when emergency appointment is needed.
- More spaces and convenient times for my child and myself at the doctors.

#### Little London Parents

- More info on services
- Make people more aware of where to seek help if needed.
- Improve waiting times
- Baby clinic needs to be more than one Tuesday morning because of commitments like work.

#### Woodhouse Parents

- Not to close on a Thursday (attends Woodhouse Health Centre).
- Just generally improve them.
- More info on/availability of alternative medicines, as it is all geared towards conventional medicine.
- More urgency with children's appointments when ill.
- Home visits

### **Q28 Have you any suggestions or comments about the antenatal care provided for pregnant women in this area?**

#### Meanwood Parents

- My antenatal care is very good.
- (expecting baby) – Didn't know there was any.
- There seems to be inequalities in the consistency of care.
- More help/advice should be provided after child is born.
- No antenatal classes.
- Ante-natal swimming should be at a time convenient to all pregnant women – I could not go because the swim was when I was at work.
- The midwife at Meanwood is excellent.
- Antenatal care is good.
- Need childbirth preparation classes – currently you have to attend hospital for these.
- My midwife and health visitor were both great.

#### Little London Parents

- More local antenatal classes
- During my time it was OK, I don't know now.

- They rush you in and out. Bit patronising.
- Good
- Antenatal care was extremely useful.
- Fine

#### Woodhouse Parents

- Should be contacted when first registered pregnant.
- Aqua classes are far (need a car). Yoga for pregnancy would be useful.
- More groups for pregnant women.
- Excellent
- Local classes needed.
- Could be more mums to be groups

### **Q29 Do you know of anywhere in Meanwood/Little London/Woodhouse where you can meet with other parents?**

#### Meanwood Parents

- Sure Start x 5
- FSU and PALS x 5
- Beckhill Family Centre x 6
- Meanwood community centre x 7
- Scotthall Early Years Centre.
- Playgroups x 2
- Mums and tots groups x 2
- Baby clinic.
- School x 2
- Only through work.

#### Little London Parents

- S.P.A.C.E x 3
- Mums and Tots x 3
- Sure Start x 3
- Park x 2
- Woodhouse Health Centre playgroup
- Playgroups

#### Woodhouse Parents

- Sure Start x 12
- Creche
- Quarry Mount nursery x 2
- Wrangthorn playgroup (French play group for French speaking!)
- Park
- Mums and tots x 11
- Woodhouse health centre baby clinic

### **Q30 In the last six months, have you ever been to any of the following groups? Other groups for parents and children. Please say which...**

#### Parents Combined

- Swimming
- Jabadao music group.

- Sure Start x 2
- Craven Road
- Wrangthorn play group, les Petits Francais (French toddler group) x 2
- Playgroup-Headingley
- The Grove.
- Lawnswood Arms mums and toddlers group

**Q36 What would you say is the best thing about this area for families of children under 5?**

#### Meanwood Parents

- There seems to be lots of parents and children.
- Lots of other families with young children
- Garden
- Bus routes with prams. Local shops.
- Miles Hill nursery (x 3) and bus route
- Fairly safe area.
- Bus route
- Playgroups x 3
- Lots of playgroups for pre-school children.
- Sure Start x 4
- Support from other families/neighbours.
- Good access to health care.
- Scotthall Early Years Centre
- Everything you need is close to hand and my family are nearby.
- Meanwood community centre.
- Shops nearby, good playgroups, good nurseries.
- Near to schools and shops. Meanwood park.
- Meanwood park (x2) and Urban farm.
- I love Meanwood Park
- School nursery
- Housing. Shops. Bus service.
- Health visitors
- The nursery (EYC) and activities that are linked to Sure Start.
- Close to nursery and primary schools. Lots of children in this area.

#### Little London Parents

- Sure Start
- There are plenty of play groups organised by health visitors and Sure Start.
- Lots of open, grassy areas
- At least there is a play area
- Parks and playgroups
- Close to town, health centre teams.
- It's near town.
- Local schools / nursery. Two main surgeries

#### Woodhouse Parents

- Sure Start x 11
- Recently there are more activities to do and places to go, i.e. Sure Start.
- Plenty of other families that understand what you're going through

- There are lots of activities for mums and babies to go to.
- New crèches
- Parks x 2
- Community spirit and plenty of things to do, parks/woods to go to.
- Schools x 3
- It's very close to all amenities (town, schools)
- There are a lot of other parents with children in the same age bracket.
- Parents and tots
- Lots of trees and grass
- The amount of kids in the area.
- Quarry Mount nursery
- Friendly people
- Playgroups x 2

**Q37. What would you say is the worst thing about this area for families of children under 5?**

Meanwood Parents

- Dogs, motorbikes, joyriding.
- Crime x 9
- Nowhere to take them because of the crime.
- Crime, joyriders, druggies.
- Crime, lack of security.
- Vandalism (x 5), unsafe areas to play.
- Vandalism, drug users, crime, no suitable outdoor play.
- Drugs, broken glass.
- Nowhere safe for children to play.
- Living here (drugs, joyriders)
- Not enough play groups for young children.
- Don't seem to be that many families with children in our area.
- Traffic very bad, cannot play out.
- Joyriders. Groups of children hanging about drugtaking.
- Everything. There is nothing much more worse than nowhere to go.
- Nowhere to play x 2
- Arson.
- Need more after school care for working mums for older kids. Need Sure Start for children 4+
- Everything that you see and hear
- The area and lack of play areas.
- Badly maintained housing.
- Needles, no play areas, unsafe on all streets, busy roads.
- No playgrounds
- Playgrounds
- Lack of information about services.
- Older children in gangs in the street intimidating them.
- Joy riders, parks
- Don't think overall facilities are any good – nowhere to take child – (play area, entertainment)
- Not enough ways in which to mix with other families.
- No park nearby. Potternewton or Meanwood park are the most decent.

- The Beckhill estate is run down, litter, glass and needles around. Access around the Beckhills if you have a push chair or small children (lots of steps etc).

#### Little London Parents

- Playgrounds
- Vandalism, teenage gangs, etc.
- No decent property, crime.
- Heroin addicts.
- Drugs and needles
- Crime, drugs, harassment, lack of police.
- Drug addicts, crime.
- Everything
- Drugs and vandalism
- Housing – not enough houses with gardens for kids. Also, the drugs problem.
- Everything
- It's near town / traffic
- Crime and the problems associated with i.e. ASBOs, burglary, drug addicts.
- Not enough after school activities

#### Woodhouse Parents

- Crime x 13
- Crime, drug users on street, homeless
- Drugs x 8
- Drugs, crime, needles.
- Drug abuse, groups of teenagers
- General area – crime/vandalism/drugs and social problems.
- All the hills
- There are no places for over fives to go after school.
- Loud students, not enough traffic calming systems, glass and graffiti on the play areas.
- Not enough to do.
- Everything
- Unsure, is a lot of bad things.
- The future prospect of having teenagers around here.
- No play areas for young children.
- Too many joyriders – children cannot play out.
- Traffic
- Joyriders, drugs and related problems.

#### **Q38 (employment) Which of the following best describes you:**

**[option c] I do not do any paid work but would like to.....what are the barriers for you...?**

#### Parents combined

- Youngest child not in full time school yet.
- Childcare x 6
- My lifestyle as I'm being away a lot
- Child always ill.
- Wait until child is in nursery.

**Selected option f – [ ] Other – please state.....**

Parents combined

- Voluntary work x 2
- Training
- College x 3
- Income support.

**Q44 Would you like to attend education or training courses in this area?**

**Please comment...**

Parents combined

- I enjoy further education and would love something in this area.
- Sewing classes
- Evening courses possibly.
- Childcare
- Computer courses, but have no child care.
- Further my knowledge of computers.
- First Aid – in depth, to lead to job.
- My daughter attends nursery Wed, Thurs, Fri. It's very hard to get courses for those days.
- Hairdressing
- It would have to be in the evenings.
- Possibly counselling.
- Childcare / classroom assistant.
- I would be interested about different courses for the future.
- Advanced computer skills.
- Languages x 2
- First Aid
- Teaching
- Some refresher courses.
- Hair, beauty, cookery.
- Design
- If there is a course for me to do that I would be interested in, I would like to do it.
- If I have the time I would love to.
- As a newly qualified yoga teacher, I would be glad to further train locally, such as yoga for children module and yoga for pregnancy, but I know it is hardly likely. I would appreciate funding or childcare so that I could travel to further study!! I would also be interested in a qualified massage course.
- If it was something of interest to me.
- Computer
- More usable courses
- Depending on what available.
- English/Maths
- Sign language courses.
- Open minded
- Would like to attend a course where childcare is available and be informed of upcoming events/courses. As I work part time I don't seem to be informed as much as parents who don't work.



**Q46 Do you use any of the Sure Start activities. Please state which.....**

**[ ] Other Sure Start activities      please say which.....**

Parents combined

- Birthday Party
- Trips x 17
- Harehills Lane Baptist church.
- Fundays / playschemes x 10
- Playgroup x 3
- Board meetings.

**Q48. Do you feel you and/or your child have benefited in any way from Sure Start?**

**[ ] Yes .....please say how**

Parents combined

- Helped me cope better with things.
- Mixed with kids.
- Planned activities – kept us all occupied.
- Child able to mix.
- Child able to mix and communicate with other children. Was also good for myself.
- Made new friends myself and child gained new skills.
- My child has benefited by being able to socialise.
- Enjoyment from the organised trips last summer.
- Met loads of people on first aid course. Children really enjoyed last year's trips and still talk about them.
- I feel Sure Start have supported.
- Let you know about trips and parties that are on for local children.
- Socialising and behavioural skills.
- Meeting other mums, children meeting other kids.
- Playschemes and trips.
- Meeting new people.
- Did a first aid course and enjoyed it.
- Been able to go out for day with a low budget.
- Family support when new to area.
- Gets to mix with other children
- Meet new people
- It has brought my child out of her shell.
- Not able to take kids on trips. Sure Start is great for single mums with a few children. Wouldn't have been able to go to the zoo if it wasn't for Sure Start.
- Benefit with communication
- Gives him somewhere different to play.
- Toddler group, Woodhouse, before they start nursery.
- Meeting other parents.
- Meeting people...Been able to interact with others.
- Brings community closer.
- Family trips.
- Time away from area we live in.
- Very helpful

- My children mix with other children.
- The children enjoy Sure Start and the staff are nice.
- Being a lone parent, it makes me feel like I've got somewhere to go if I need to talk about things.
- Being able to go on trips and crèche.
- Day out with family and meeting with other families in the area.
- My child has mixed with other kids.
- Socially / child development
- Able to mix with both children and parents.
- Able to interact with others.
- Able to mix
- Socialising
- Socialising with other kids.
- Trips, getting to meet people.
- Starter pack, appreciated adult involvement.
- I got a job
- Kids enjoy playing with other kids
- Break from kids
- Other kids their own age to play with.
- Daughter gets to meet other kids.
- From the trip that me and the family have gone on.
- Day trips out.
- The staff that came out to see me were very nice and tried to give advice on sleeping patterns with my child.
- Interaction with other children for my child and adult interaction for myself – made new friends.

[ ] **No.....please comment**

- Have not been aware of Sure Start activities.
- But I've heard of Sure Start and when I've had my baby I hope Sure Start can help me.
- My child is too old now.
- It is my first time.
- I have not yet got involved but have been kept informed by Christine (Miles Hill)
- Haven't used any services (Has heard about Sure Start)
- Do not use (Has heard about Sure Start)
- My first child is too old and my second isn't born yet. (Has heard about Sure Start)
- Never used anything provided.
- Haven't used them (Has heard about Sure Start)
- My daughter is too old now.
- Not yet (Has heard about Sure Start).
- I don't really use them (Has heard about Sure Start).
- Do not go to them (hasn't ticked either yes or no)

**Additional comments and suggestions**

- The two ladies that came with questionnaire were lovely! Thankyou
- With no transport it is not possible for me to get to any of the Sure Start activities. Living on Potternewton Mount, it's too far to walk and the buses are too difficult with baby.
- As a parent in the Meanwood area, I am disgusted at the schools. I have taken my children out of two schools due to bullying and placed them at Beckett Park School.
- Just recently moved into the area and was told that in the area I live there are no Sure Start activities and that's why I have been attending Sure Start in Chapeltown and Harehills area.
- My eldest child did go to nursery for 2 years and we found this very beneficial. However, the price of child care made nursery an impossibility once my second child was born. I would be very happy for my youngest 2 children to go to a nursery if the opportunity arose.
- Need crèche at Meanwood.
- After hearing about the different facilities and groups in the Meanwood area I am planning on using them regularly.
- Bigger activities at urban farm for kids (playground). Ensure Woodhouse Ridge is a safe area to walk on.
- Little London is not a very nice place to live.
- Football clubs (ages 5-7), dance clubs, art clubs, nature clubs